

Student Complaints and Appeals Policy¹

Policy Category	Policy/guideline/procedure/rules		
Review	3 years from the date of approval		
Policy Code	AP025		
Contacts	policy@imc.edu.au		
Version	Approval Authority	Approval Date	Commencement Date
2024.06	Academic Board	27 June 2024	27 June 2024

1. PURPOSE

The Australian National Institute of Management and Commerce (the Institute) provides a timely, effective, and transparent system for managing student concerns. This policy provides information to students and staff on the conditions and procedures in place at the Institute to enable student complaints and appeals to be addressed promptly, equitably and appropriately. This policy should be read with the *Student Complaints and Appeals Procedure (AP025P)*.

Nothing in this policy limits the rights of individuals to pursue other legal remedies under New South Wales or Commonwealth law, in particular, their rights to take action under *Australian Consumer Law*.

2. SCOPE

This policy applies to students of the Institute, meaning currently enrolled students, students who have graduated within the past six months and prospective students or applicants. It applies to the Institute’s staff who manage or respond to student appeals and grievances. The policy applies across all Institute campuses and to online delivery.

3. DEFINITIONS

Appeal means a formal complaint made by a student to have a decision reviewed and reconsidered.

Education Services for Overseas Students (ESOS) means the legal framework governing the delivery of education to overseas students studying in Australia on a student visa. The framework sets out clear roles and responsibilities for providers of education and training to international students and complements Australia’s student visa laws.

Formal Complaint means a grievance that a student seeks to resolve by lodging a Complaint Form available on the Institute’s website to complaints@imc.edu.au

Grievance means a concern raised by a student about some aspect of the student’s experience at the Institute.

¹ Students must refer to *AP025P Student Complaints and Appeals Procedure* before proceeding with a complaint, appeal or grievance.

Informal Complaint means a grievance a student raises informally with the person(s) concerned and / or the Senior Student Services Manager.

International Students means students who are not Australian citizens, Australian permanent residents, New Zealand citizens, or holders of an Australian permanent resident humanitarian visa.

Student Grievance Committee means the committee that considers formal complaints lodged by students at the Institute.

Senior Manager of Student Services means the Institute staff member who provides advice, assistance and support to students.

Student means a currently enrolled student, a student who has graduated within the past six months, and a prospective student or applicant.

4. PRINCIPLES

4.1 General Principles

The following general principles will apply to all stages of the Institute's student grievance resolution processes:

- Confidentiality will be adhered to at all times, with information shared only when it is necessary to investigate a grievance in accordance with these principles and then only on the basis that the person to whom it is imparted is bound by confidentiality;
- The Institute will adhere to the principles of natural justice and procedural fairness by:
 - informing persons involved of the full details of the grievance and the response(s) to them;
 - providing those involved with an opportunity to present their side of the matter;
 - operating in a fair and unbiased way;
 - assigning the Senior Manager of Student Services (or delegate) to provide advice, assistance and advocacy.
- All formal complaints and appeals will be acknowledged in writing by the Senior Manager of Student Services;
- Students will be informed in writing of decisions, with a full explanation of the reasons for the decision and information on further avenues of resolution, including access to external organisations.
- The Institute will ensure that all formal complaints and appeals will be finalised as soon as practicable;
- The complainant and any respondent will be treated with courtesy and respect and will not be victimised or discriminated against;
- Where appropriate, the complainant and any respondent will be allowed to continue with their studies during the investigation of the complaint and appeal processes. (This is decided by the decided by DP (Management) on a case-by-case basis);

- The Institute will not impose any financial cost on a student at any stage of its grievance resolution processes.

4.2 Grounds for Complaints

Matters of student concern and complaint may include (but are not limited to):

- admission processes (including Recognition of Prior Learning, Offer Letters and Confirmation of Enrolment);
- post-enrolment processes (including orientation, course advice and unit enrolment);
- quality of courses offered (teaching, resources and facilities);
- academic issues (intervention strategies, suspension or cancellation of a student's enrolment);
- administrative matters (including access to and handling of student records, unreasonable decisions, and inconsistent policies and procedures);
- treatment received from staff or other students, including bullying, harassment and inappropriate behaviour;
- a student's dealings with the Institute, the Institute's education agents or any related party the Institute has an arrangement with to deliver the student's course or related services.

This policy and procedure do not apply to the following types of complaints:

- Reviews of academic decisions related to coursework academic results. For policy in relation to academic results refer to *Assessment Policy (Coursework)*.

5. RELATED DOCUMENTS

- i. *Student Complaints and Appeals Procedure*
- ii. *Assessment Policy (Coursework)*
- iii. *Examinations Policy and Procedure*
- iv. *Access and Equity Policy*
- v. *Code of Conduct for Students*
- vi. *Student Academic Integrity Policy*
- vii. *Recognition of Prior Learning (RPL) Policy*
- viii. *Student Progression, Exclusion and Graduation Policy*
- ix. *Student Selection and Admissions Policy*
- x. *Bullying, Harassment and Discrimination Prevention Policy*
- xi. *Fees and Charges Policy*
- xii. *Support for Students Policy*

6. VERSION CONTROL

Historical Version	Approved by	Approval Date
2021.06	Academic Board	24 June 2021
2020.10	Academic Board	26 October 2020
2020.07	Academic Board	27 July 2020
2018.08	Academic Board	30 August 2018
2018.06	Academic Board	14/06/2018
2018.04 (Replaces Student Grievance Mediation Policy and Procedures)	Academic Board	18/04/2018
2015.10	Academic Board	22/10/2015
2009.03	Academic Board	03/2009

The Deputy President (Education) oversees the implementation and compliance of this policy. Please contact the Deputy President's office for any enquiries or clarifications related to this policy.