

Non-Academic Complaints and Appeals

The Institute provides enrolled and prospective students with a fair and accessible process for raising concerns or complaints about non-academic matters and appealing decisions where a matter remains unresolved.

Non-academic complaints may relate to:

- › enrolment, induction or orientation;
- › the quality of education or support services provided;
- › the handling of personal information or access to personal records;
- › the way a person has been treated;
- › interactions with an AIPC-approved education agent; or
- › interactions with an AIPC-preferred services partner.

Students may seek independent professional advice at any stage of the process or have another person or third party communicate or advocate on their behalf. Written confirmation is required where another person is acting on the student's behalf.

Before Making a Formal Complaint

Where possible, students and prospective students are encouraged to raise concerns with Student Support Staff or an Academic staff member so that the issue may be resolved quickly and informally.

Students are not required to attempt informal resolution before making a formal complaint.

Students wishing to appeal an assessment result or another academic decision should instead follow the Academic Complaints and Appeals process.

Student Rights During the Process

Complaints and appeals are handled fairly, objectively and with respect for privacy. Throughout the process:

- › the complainant and any respondent will not be victimised or discriminated against;
- › the complainant will have an opportunity to formally present their case;
- › each party may be accompanied and assisted by a support person at relevant meetings;
- › written reasons will be provided for decisions and actions taken; and
- › where a complaint or appeal is decided in the complainant's favour, the Institute will implement the decision and any required corrective or preventative action.

There is no cost to use Stage One or Stage Two of the internal complaints and appeals process.

Stage One – Formal Complaint

Formal non-academic complaints must be submitted in writing to the Head of Operations:

AIPC Head of Operations
Locked Bag 15
Fortitude Valley QLD 4006
Email: hayley@aipc.net.au

Receipt of the complaint will be acknowledged in writing within seven days, and the complaint handling process will commence within 10 working days of receiving the complaint.

The Head of Operations, or an independent nominee, will assess the complaint and provide the complainant with a written outcome, including detailed reasons for the decision, within 28 working days. If the complainant is dissatisfied with the outcome, they will be advised of their right to proceed to Stage Two.

Stage Two – Appeal

If a complainant is dissatisfied with the Stage One outcome, they may appeal in writing to the Chief Executive Officer within 20 working days of receiving the Stage One decision:

Chief Executive Officer
c/- AIPC Head Office
Locked Bag 15
Fortitude Valley QLD 4006
Email: ceo@aipc.net.au

Receipt of the appeal will be acknowledged within seven days, and assessment of the appeal will commence within 10 working days. A written outcome, including detailed reasons for the decision, will be provided within 28 days of lodgement.

If the matter remains unresolved, the complainant will be advised of their external review options.

External Review – Domestic Students

Domestic students who remain dissatisfied following Stage Two may lodge an external appeal with Resolution Institute within 20 working days of receiving the Stage Two outcome.

Resolution Institute
Suite 1902, Level 19, Tower A, Zenith Centre
821–843 Pacific Highway
Chatswood NSW 2067
PO Box 440, Chatswood NSW 2057
Phone: 1800 651 650
Fax: (02) 9251 3733
Email: infoaus@resolution.institute
Website: www.resolution.institute

Resolution Institute provides a free referral service to a mediator. The mediator charges a fee for their services, with 50% of the fee paid by the Institute and 50% by the student.

The Institute will participate in the mediation process in good faith and implement recommendations made by the external mediator within 30 days of receiving the mediator's report.

External Review – International Students

International students who remain dissatisfied following Stage Two may request an external review through the Overseas Student Ombudsman within 20 working days of receiving the Stage Two outcome.

The external review considers whether the Institute followed its policies and procedures rather than making a new decision in place of the Institute. The service is free for international students.

Overseas Student Ombudsman

Website: www.ombudsman.gov.au/How-we-can-help/overseas-students

Phone: 1300 363 072 (within Australia)

Phone: +61 2 6276 0111 (outside Australia)

Students who wish to make a complaint in their own language can contact the Translating and Interpreting Service on 131 450, or +61 3 9268 8332 from outside Australia.

The Institute will participate in the external review process in good faith and implement recommendations made by the Overseas Student Ombudsman within 30 days of receiving the report.

Further External Review

If a complaint remains unresolved following external dispute resolution, students may refer the matter to another appropriate external agency, such as the Anti-Discrimination Commission or Office of Fair Trading.

Students who have exhausted the Institute's internal complaints and appeals processes may also seek external review through the National Student Ombudsman.

Record Keeping and Confidentiality

Records of complaints and their outcomes are retained for at least five years and may be accessed by the parties to the complaint upon written request to the Chief Executive Officer.

All complaint records are treated confidentially in accordance with the Institute's Privacy and Personal Information Policy.