Policy: Complaints and Appeals

Policy statement

Students shall have access to a transparent, fair and prompt process for resolving complaints and appeals. Where possible and appropriate, the complaints/appeals shall be dealt with locally at the level at which the issue of the complaint/appeal occurs. If the complaint/appeal cannot be resolved at the local level, the student will have access to an Academies Australasia Polytechnic internal appeal process. If the matter cannot be resolved through the internal appeal process, then the student will have access to a final hearing by an independent external person or organization. Throughout these processes, no student will be disadvantaged for having made a complaint or appeal.

Scope

This policy applies to complaints and appeals by students of all the academic and training programs delivered by Academies Australasia Polytechnic.

Definitions

Student Any person enrolled to study any program delivered by Academies Australasia Polytechnic.

Complaint Written expression of displeasure with the service(s) of Academies Australasia Polytechnic by a student. These may include but are not limited to dissatisfaction with the academic or administrative aspects of Academies Australasia Polytechnic’s services or general grievances such as misbehaviour, discrimination, sexual harassment and bullying.

Appeal Written request by the student for a change in decision made by Academies Australasia Polytechnic. Appeals can relate to assessment and other decisions.

Independent person or body The person or body that would generally:
- Be separated in structure from the student and Academies Australasia Polytechnic;
- Have no personal or professional interest in the outcome of the
complaints or appeals process;
- Have no influence on the policy setting of Academies Australasia Polytechnic;
- Be financially and administratively independent of the Academies Australasia Polytechnic; and
- Not have the same directors or managers as Academies Australasia Polytechnic.

Responsibilities

The Head of Administration and Student Services is responsible for the Complaints and Appeals Policy.

Dissemination

This policy will be disseminated to all staff and students of Academies Australasia Polytechnic.

Related Documents

a. Complaints and Appeals Procedures
b. Student Handbook
c. Staff Handbook
d. Academies Australasia Polytechnic Website
e. Complaints and Appeals Form