

Complaints and Appeals Policy

Making a Complaint or an Appeal

INT College is committed to providing a fair, accessible and transparent complaints and appeals process that includes access to an independent external body where required.

To make a complaint or lodge an appeal, students, prospective students, former students, or other relevant stakeholders are requested to complete the INT College Complaint and Appeal Form.

This form may be used to lodge:

- a complaint
- an assessment appeal
- an appeal of an administrative or academic decision
- general feedback or a concern

The form is available on the INT College website:

<https://int.edu.au/downloads/>

Once completed, the form should be submitted to both the CEO and the RTO Academic Manager either electronically or in hard copy. Assistance with accessing or lodging the form is available by contacting INT College on 1800 046 846.

What is a Complaint?

A complaint is negative feedback about INT College services, staff, trainers, other students, third-party services, or training and assessment processes that has not been resolved locally.

Complaints may be received by INT College in any form and do not need to be formally documented by the complainant in order to be acted on. Complaints may be made by current, prospective and former students, their authorised representatives, or other relevant stakeholders where applicable.

Where possible, concerns should first be raised informally. If the matter is not resolved, a formal complaint should be submitted in writing using the INT College Complaint and Appeal Form.

What is an Appeal?

An appeal is a request by a student for reconsideration of a decision made by INT College. This may include:

- an assessment decision
- an administrative or academic decision

Appeals must be made in writing and specify the particulars of the decision being appealed. Appeals must be submitted to INT College within 20 calendar days of the student being informed of the decision.

Early Resolution of Complaints and Appeals

Where appropriate, INT College encourages concerns arising during training, assessment or student services to be resolved informally and as early as possible between the persons involved. Where informal resolution is not appropriate, or where the matter is not resolved, students and other stakeholders are encouraged to lodge a formal complaint or appeal and will be treated fairly, respectfully and without disadvantage.

Complaints and Appeals Handling

INT College manages complaints and appeals in a fair, transparent, timely and confidential manner, in accordance with the principles of natural justice and procedural fairness.

- Complaints and appeals may be lodged verbally or in writing. Where a person wishes to make a formal complaint or appeal, they are encouraged to complete the INT College Complaint and Appeal Form available on the INT College website.
- INT College will acknowledge receipt of a complaint or appeal in writing within 48 working hours.
- Complaints may be made at any time. Appeals must be lodged within 20 calendar days of the person being informed of the decision being appealed.
- The complainant or appellant will be given the opportunity to present their case at no cost and may be accompanied or assisted by a support person at any relevant meeting.
- A person making a complaint or appeal will not be victimised, disadvantaged or discriminated against for raising the matter in good faith.
- Where a complaint or appeal involves another person, that person will be informed of the matter and given an opportunity to respond.
- INT College will commence assessing the complaint or appeal within 10 working days of lodgement and will take all reasonable steps to finalise the matter as soon as practicable.
- INT College aims to provide a written outcome, including reasons for the decision, within 14 calendar days of lodgement, and to finalise the process within 60 calendar days where possible. Where more time is required, the complainant or appellant will be informed in writing of the reasons for the delay and will receive regular progress updates.
- Written records of all complaints and appeals, including lodgement, correspondence, outcomes and actions taken, will be maintained securely and confidentially.
- If the outcome is in favour of the complainant or appellant, INT College will implement the decision promptly.
- For overseas students, INT College will maintain the student's enrolment while the internal complaints or appeals process is ongoing, unless the student's wellbeing, the wellbeing of others, or legal requirements make alternative action necessary.
- Where the matter is not resolved internally, the complainant or appellant will be advised of the available internal review and external complaint or appeal options.

Informing Persons and Responding to Allegations

Where a complaint involves allegations about another person, INT College will ensure procedural fairness by informing that person of the substance of the allegations and giving them a reasonable opportunity to respond and provide relevant information before any decision is made. INT College will consider the information provided by all parties before determining the outcome.

The outcome of the complaint will be communicated in writing to the complainant and, where relevant, to any person who is the subject of the allegations, including advice about any available review or external complaint options.

Where a complaint involves alleged criminal or unlawful activity that is outside the scope or expertise of INT College to investigate, INT College may refer the matter to the appropriate external authority. Where appropriate, affected persons will be advised in writing if this occurs.

Independent Review

A person who is not satisfied with the outcome of INT College's internal complaints or appeals process may request a review by an independent person or body. Requests for independent review must be made in writing to the CEO and RTO Academic Manager within 10 calendar days of the internal outcome. INT College will acknowledge receipt of the request in writing within 48 working hours.

INT College will appoint an appropriate independent person or body to review the matter and provide recommendations within a reasonable timeframe. Where INT College appoints the independent reviewer, INT College will meet the cost of the review. If the complainant or appellant requests a different reviewer, INT College may require them to contribute to the cost.

INT College will advise the complainant or appellant in writing of the outcome of the independent review and will implement any final decision or recommendations without delay.

Where the CEO has, or is perceived to have, a conflict of interest or bias in relation to the matter, the complaint or appeal will be referred directly to an independent person or body for review.

Unresolved Complaints and Appeals

If a person is not satisfied with the outcome of INT College's internal complaints or appeals process, including any independent review where applicable, they may access an appropriate external complaint or review body.

Relevant external options may include:

- NSW Fair Trading for consumer protection matters, where applicable
- the National Training Complaints Hotline, which is a referral service for VET complaints
- the Commonwealth Ombudsman for overseas students, after the internal complaints and appeals process has been completed

Where required, INT College will advise the student in writing of the appropriate external review option and relevant contact details. For overseas students, INT College will advise them of their right to access the Commonwealth Ombudsman following completion of the internal process.

Continuous Improvement

INT College reviews complaints and appeals outcomes to identify opportunities for improvement in training, student support and administrative processes. Improvements identified through this process will be recorded and used to inform continuous improvement activities.

Guidance and Support

INT College is committed to managing complaints and appeals in a way that is accessible, fair, confidential, timely and responsive. All complaints and appeals will be considered on their individual merits, without bias or prejudice.

INT College will provide reasonable support to any person who may need assistance to make or participate in a complaint or appeal. This may include allowing a support person, guardian, advocate or authorised representative to assist on the person's behalf, subject to appropriate authority being provided where required. Additional support may be provided for persons with language, disability, mental health or other support needs.

Document Control

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