# Complaints and Appeals Procedure

## Part-time Languages and English Courses

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<tr>
<th>Category/Business Group</th>
<th>Education Group</th>
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<tr>
<td>Published Externally (Yes/No)</td>
<td>Yes</td>
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<tr>
<td>Responsible Officer</td>
<td>Group Executive Education Group</td>
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<tr>
<td>Contact Officer</td>
<td>Manager Languages, Testing and Training</td>
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<tr>
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## Procedure Approval

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<th>Responsible Officer</th>
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<tr>
<td>Marc Weedon-Newstead</td>
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<td>Date: 7 September 2017</td>
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1 Purpose

This procedure is designed to assist staff in implementing the Education Group’s Complaints and Appeals Policy and to provide guidance to students who wish to make a complaint, or to appeal a decision made by UNSW Global, in regard to a complaint.

2 Scope

This procedure applies to all relevant UNSW Global, Institute of Languages’ staff and the UNSW Global, Institute of Languages’ students enrolled in part-time English and languages courses, including:

- Academic English courses
- General English courses
- Professional English courses
- Languages courses

3 Definitions

**Appeal** means a written appeal against a decision made by UNSW Global Pty Ltd lodged in accordance with the *Complaints and Appeals Policy* and this procedure.

**Complaint** means a dissatisfaction made to or about UNSW Global Pty Ltd expressed and / or lodged in accordance with the *Complaints and Appeals Policy* and this procedure. A complaint can be made about:

- academic decisions and matters, for example, the quality of teaching
- a person’s behaviour, for example, misconduct of UNSW Global staff or other student(s) and third parties
- administrative issues or processes, for example, the refund of fees

4 Procedure Detail

4.1 Stage 1: Informal Complaint Process

Examples of informal complaints may include: enrolment and admission process, wrong information provided by staff, class and timetabling changes, facilities/Wi-Fi complaints.

(a) Students are encouraged to attempt to resolve their complaint informally.

(b) Informal Complaints are not generally made in writing.

(c) How to make an informal complaint – Student:

- If you are dissatisfied with the services provided by the UNSW Global Pty Ltd get in touch with the original decision maker to discuss the issue
- Make the informal complaint as soon as possible after the issue arises
- If you unsure who to contact, speak to Student Services Staff or your Teacher
- If the informal complaint remains unresolved, proceed to Step 2 of this procedure
(d) How to receive an informal complaint – Staff:

- Receive and acknowledge an informal complaint in a professional manner, anticipate time for a response (UNSW Global endeavours to resolve most of the complaints within 10 working days).
- Respect confidentiality and privacy as required by law.
- If the informal complaint is outside of your authority, encourage the student to resolve the complaint with the appropriate decision maker and provide those details to the student if they are unsure who to contact.
- If the informal complaint remains unresolved, or where it cannot be resolved by referring to the terms and conditions of enrolment, and the discretion of a decision maker is required to resolve the complaint, refer the student to Step 2 of this procedure.

4.2 Stage 2: Formal Review Process

Examples of complaints that may be submitted to formal review may include: all unresolved informal complaints, bullying and harassment, decision to cancel enrolment, decision regarding a refund.

(a) Formal Review process is to be used:

- When the Informal Complaint Process has not resolved the complaint, or
- a student has received a written notification from UNSW Global and the student is dissatisfied with the notification, e.g. decision to cancel his/her enrolment

(b) Request for Formal Review must be made in writing to complaintsandconduct@unswglobal.unsw.edu.au within:

- 10 working days after the complainant was informed that his or her complaint was not resolved, or
- 10 working days after the issue that warrants a lodgement of a formal complaint first arises.

(c) If a formal review is requested after the timeframe described in point 4.2 (b) of this procedure the complaint will be dealt with at UNSW Global’s discretion.

(d) UNSW Global will acknowledge your complaint within 10 working days of receiving your request for Formal Review.

(e) UNSW Global may contact you to arrange an interview.

(f) Formal Reviews of complaints are conducted by the Manager, Languages, Testing and Training or his/her delegate.

(g) Upon conclusion of the Formal Review of your complaint you will be informed in writing about the outcome of your complaint, including the reason for the outcome.

(h) UNSW Global endeavours to resolve the complaint within 10 working days of the acknowledgement of your complaint or any interview conducted.
(i) A copy of the complaint and the response provided by UNSW Global is retained in a secure folder and the matter is registered in the Complaints and Appeals Register.

4.3 Stage 3: Internal Appeal Process

(a) A student may appeal a decision made in the Stage 2: Formal Review Process

(b) Appeals may be made on the grounds of lack of procedural fairness only.

(c) Procedural fairness, also known as natural justice, is a principle of law concerned with the procedures used by the decision maker, rather than the outcome reached.

(d) There is no right to appeal the merits of the decision. In other words, a student has no right of appeal simply because they do not agree with the decision.

(e) Request for Internal Appeals must be made in writing to complaintsandconduct@unswglobal.unsw.edu.au within 10 working days after the complainant was informed of the outcomes of a Formal Review Process.

(f) If an Internal Appeal is lodged after the timeframe described in point 4.3 (e) of this procedure the appeal will be dealt with at UNSW Global’s discretion.

(g) UNSW Global will acknowledge your appeal within 10 working days of receiving your appeal and submit it to the UNSW Global Appeals Committee for review.

(h) UNSW Global Appeals Committee endeavours to determine the outcome of your appeal within 20 working days of receiving your appeal.

(i) UNSW Global will send you a written statement of the outcomes of your appeal and the reason for the outcome.

(j) We endeavour to inform you about the outcome within 10 working days of the appeal hearing by the UNSW Global Appeals Committee.

(k) A copy of the appeal and the response provided by UNSW Global is retained in a secure folder and the matter is registered in the Complaints and Appeals Register.

4.4 External Appeal

If you are not satisfied with the outcome of the internal appeal process, you may be entitled to refer the matter to external agencies, including but not limited to:

(a) National Training Complaints Hotline

(b) NSW Fair Trading

(c) The Australian Human Rights Commission or the Anti-Discrimination Board of NSW

If you have any questions or require more information, you should visit the websites of the external bodies or contact the external agency directly.

5 Procedure Implementation

The Manager Languages, Testing and Training is responsible for the implementation of the procedure and any training necessary for the procedure to be successfully implemented.
6 **Procedure Review**

This procedure is due to review two (2) years from its date of implementation or in case of legislative and / or regulatory changes.

7 **Related Documentation**

(a) N/A

8 **Related Policies and Procedures**

(a) [Complaints and Appeals Policy (Education Group)]

9 **Version History**

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<th>Version Control</th>
<th>Date Effective</th>
<th>Approved By</th>
<th>Amendment Notes</th>
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<td>Administrative updates: change of a Procedure template to reflect the new UNSW Global Branding Guideline.</td>
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