



Aurora
TRAINING INSTITUTE

COMPLAINTS, APPEALS AND GRIEVANCE POLICY AND PROCEDURE VSL

Purpose

Aurora Training Institute (ATI) has processes and procedures for handling student's complaints and appeals.

Reference

VET Student Loan Rules, Section 88

Complaints and Appeals Policy

1. As part of Aurora Training Institute's commitment to providing a fair, safe and productive learning environment, students, parents and guardians of students under 18 years of age, and individuals seeking to enrol, have the right to lodge a grievance if they believe they have been treated in a manner which is likely to have an unreasonable negative impact on them. This right applies regardless of the location of the campus at which the grievance has arisen, the Student's place of residence or the mode in which they study.
2. Grievances will be managed equitably, fairly and in a confidential and timely manner. Every attempt will be made to ensure that complainants and respondents are protected from victimisation and discrimination in any of the stages described in the procedure.
3. Grievances may be of an academic or non-academic nature;
 - a. Academic grievances relate to;
 - i. Student learning materials and resources
 - ii. Assessment tools, methods and processes
 - iii. Outcome of assessment processes
 - iv. Training delivery methods
 - v. Quality of training staff
 - b. Non-academic grievances may relate to;
 - i. Administrative processes
 - ii. Customer service related issues
 - iii. Fees and charges
 - iv. Any other issues not directly related to training delivery and assessment
4. Informal processes will be used to resolve issues where possible and prior to initiating formal or external grievance processes.
5. The respondent to a grievance has the right to respond to the matters raised.
6. A person raising a formal grievance has the right to lodge an appeal and students will have their enrolment maintained while the grievance procedure is ongoing.
7. Complainants and respondents to a grievance have the right to be accompanied or supported by a third party at any relevant meeting (including informal and formal) of the procedure.

Complaints and Appeals Procedure (Academic and Non-Academic)

Stage 1: Informal Complaint or grievance

In the event of a complaint or grievance, the client is required to follow the following procedures to ensure the issue is resolved.

- 1.1 If a student wishes to lodge a complaint they should raise their concerns with the party or parties concerned as soon as possible.
- 1.2 The staff member who receives the complaint should determine, as far as possible, what the complainant wants to achieve; they may wish, for example, simply want to have their point of view heard; or they may wish to take the complaint further.
- 1.3 If the student feels unable to approach the individual/s concerned directly or are not satisfied with the initial response to their grievance, they should then take their complaint to the next, more formal level.

Stage 2: Formal complaint or grievance

- 2.1 Where an informal complaint cannot be resolved, the student must bring the matter to the attention of;
 - their trainer, or
 - the Aurora administration staff, or
 - the Aurora training manager
- 2.2 The student is required to lodge their complaint in writing. A “Student Complaint Form” is available on request from Aurora administration staff. The student must;
 - a. Fill out all required details on the form and attached any relevant documentation.
 - b. Submit the form to Aurora Training Institute via the contact email or postal address provided on the form.
- 2.3 All internal investigations of complaints, reviews and appeals are provided at no cost to the complainant.

Stage 3: Internal review

Investigation of the complaint or grievance

- 3.1 Upon receiving the student’s completed Student Complaint Form Aurora staff will investigate the student’s claim.
- 3.2 The initial investigation will conclude with a recommended course of action that specifically addresses the grievance within five (5) working days of receipt of the complaint.
- 3.3 Where necessary a meeting between complainant and any other stakeholders involved will be arranged to endeavour to resolve the matter.
- 3.4 Where such a meeting takes place, Aurora Training Institute agrees that the complainant may be accompanied and assisted by a third party.
- 3.5 Where the matter cannot be resolved by relevant staff member, the company Chief Executive Officer may be asked to assist in the resolution process.
- 3.6 A written statement documenting the outcome of the complaint, including details of the decision made, will be provided to the complainant within five (5) working days of the resolution being determined or as agreed to between both parties.

- 3.7 A written statement documenting the outcome of the complaint including the details of the reasons for the outcome will be provided to the complainant and kept on record for continuous improvement processes.
- 3.8 Aurora Training Institute seeks to prevent appeals by ensuring clients are satisfied with the training and assessment process. All staff are expected to be fair, courteous and helpful in all dealing with clients. Should a complaint never the less be made, this will be treated seriously, investigated thoroughly and dealt with according to the merit of the complaint.

Stage 4: Appeals and external review

Should a complainant not agree with the complaint resolution, an appeal may be lodged;

- 4.1 If the aggrieved party is dissatisfied with the resolution, they have the right to appeal. Appeals must be made within twenty one (21) days of receiving the complaint resolution in writing via e-mail and addressed to Student Services on studentservices@aurora.edu.au. The circumstances of any appeal are analysed by an independent senior manager of Aurora Training Institute (this person will have no previous connection or involvement with the original complaint). A written statement documenting the outcome including the reasons for the decision of the appeal will be provided to the complainant within five (5) working days of receipt of the appeal.
- 4.2 Should the student continue to be dissatisfied with the outcome of a complaint and appeal they may request that matter be referred to an external dispute resolution process by a body appointed for this purpose. Students may contact/e-mail them directly and the details for the external body are;

Commonwealth Ombudsman Vet Student Loans

Email: VET@ombudsman.gov.au

Website: <https://vet.ombudsman.gov.au/>

- 4.3 The process of external dispute resolution through the Commonwealth Ombudsman Vet Student Loans has no associated costs.
- 4.4 Upon resolution Aurora Training Institute will take the necessary steps to implement any recommendations arising from the external dispute resolution process within ten (10) working days.

Stage 5: Record keeping

- 5.1 A full and detailed record of the complaint process, including all documentation and meeting minutes will be kept on the student file. Documented records are maintained by Aurora Training Institute for a period of no less than five (5) years.
- 5.2 Records can be accessed by the student by written request
- 5.3 All student records are confidential and private.

Stage 6: Publication

Aurora Training Institute's complaints and appeals policies and procedures is made available and published by way of;

- 6.1 Aurora Training Institute Student handbook
- 6.2 ATI website: www.aurora.edu.au