

COMPLAINTS AND APPEALS POLICY

Humber College has a defined complaints and appeals process that will ensure learners' complaints and appeals are addressed effectively and efficiently.

Humber College strives to ensure that each student is satisfied with their learning experience and outcome. In the unlikely event that this is not the case, all students have access to rigorous, fair and timely complaint and appeal processes which are outlined in this section of the policy and procedures document. Any complaints or appeals will be reviewed as part of the continuous improvement process and where corrective action has been highlighted, it will be implemented as a priority.

Complaints Procedure

A complaints procedure is available to all persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of Humber College. The complaints procedure will address both formal and informal complaints. All formal complaints must be submitted in writing to College's management and will be heard and addressed, including a response to the aggrieved person, within five (5) working days of receipt.

Humber College will maintain a complaint register to document the course of action and resolution of all formal complaints. All complaints substantiated by the complaints procedure will be reviewed as part of the Humber College continuous improvement procedure.

It is the responsibility of Humber College to ensure adherence to the complaint procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the complaints procedure and supply of complaint forms.

If the student is still not satisfied with the resolution of the complaint after following and exhausting the complaints procedure, the student may contact the National Training Complaints Hotline to register a complaint by:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
Email: skilling@education.gov.au

Or the student may register a complaint through the ASQA online complaint form at <https://rms.asqa.gov.au/registration/newcomplaint.aspx>.

If you are unable to access the online form, please contact the ASQA Info line on 1300 701 801.

Appeals

The Humber College appeals process is concerned with a student's right to request change to decisions or processes of an official nature, usually in relation to academic or procedural matters.

In the case of a student's appeal against specific assessment decisions, the student should first discuss the decision(s) with the relevant trainer or assessor and request re-evaluation. The trainer or assessor will hear the student's appeal, make fair judgement to the best of their ability as to whether change(s) are required and then discuss their final decision with the student.

If the student is still dissatisfied with the trainer or assessor's decision, they have the right to take the appeal to the management team. The formal notice of appeal is required to comply with the following principles upon submission to management:

The notice of appeal should be in writing, addressed to Humber College for referral to the management team and submitted within five (5) days of notification of the outcome of the trainer or assessor's re-evaluation process.

The notice of appeal must be submitted within the specified timeframe otherwise the original result will stand. If a student's appeal needs to be deferred due to emergency circumstances, such as in the case of serious illness or injury, a medical certificate supporting the case must be forward to management. The notice of deferral must be submitted within three (3) working days of the conclusion date displayed on the medical certificate.

It is the responsibility of Humber College management to ensure adherence to the appeal procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the appeal procedure and supply of appeal forms.

All appeals will be reviewed at the monthly management meeting and, if appropriate, result in a continuous improvement process.

If the student is still not satisfied with the resolution of the appeal after following and exhausting the appeals procedure, the student may contact ASQA and lodge a written complaint.

The form may be submitted by mail to:
Complaints Team
Australian Skills Quality Authority
PO BOX 9928 Sydney NSW 2001
Or via email to: complaints.team@asqa.gov.au

Complaints / Appeals Procedure

All persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of Humber College or any third party (such as other students, outsourced trainers, subcontractors, staff, trainers, assessors) have access to the following procedure:

Informal complaint / appeal:

An initial complaint or appeal will involve the person communicating directly with Humber College verbally or by other appropriate means.

All persons identified or subject to a complaint will be notified in writing of the content of the complaint and/or allegation and afforded all-natural justice and procedural fairness response mechanisms

College's management will make a decision, discuss their judgement with the student and record the outcome of the complaint or appeal

Students dissatisfied with the outcome of Humber College's decision may initiate the formal complaint procedure

Formal complaint / appeal:

It is normal procedure that all formal complaints proceed only after the initial informal complaint or appeal procedure has been finalised.

The formal complaint or appeal is to be submitted in writing, and the procedure and outcome recorded by Humber's management

On receipt of a formal complaint, the CEO or a nominated senior management person independent of the complaint will notify the complainant in writing that they have received the submission.

The CEO will then convene the complaint committee to hear the complaint

The complaint committee will consist of a panel of members with no previous involvement or vested interest in the outcome of the particular complaint or appeal.

Members of the committee should include:

- o A representative of Humber College management
- o A Humber College staff member
- o A person independent of Humber College

The complainant / appellant shall be given an opportunity to present the case to the committee and may be accompanied by one (1) other person as support or as representation.

Staff member(s) and/or third parties involved shall be given an opportunity to present their case to the committee and may be accompanied by one (1) other person as support or as representation.

The complaint committee will reach a decision on the complaint or appeal after consideration of each case presented.

The complaint committee will inform all parties involved of the outcome in writing within five (5) working days of making the decision.

Delayed processes

In the unusual circumstance where Humber College considers more than 60 calendar days are required to process and finalise the complaint or appeal, Humber College will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required. In line with the importance that Humber College places on open and transparent processes and communication, the complainants or appellant will be regularly updated on the progress of the matter.

All complaints and appeals will be reviewed at Humber College monthly management meetings. Continuous improvement procedures may be actioned when the complaint / appeal procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the complaint identifies a problem with current Humber College policies and / or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.