

Complaints and Appeals

At Mindroom Innovation we aspire to provide students with a great service including resources, facilities and staff. If for any reason, you feel that you have been mistreated, or have an issue with the college or any aspect of your course, you should inform our Student Support team at the front desk. If they cannot solve your problem, a meeting with one of the managers will be arranged for you.

Appeals

If you have made your complaint but are not happy with the College's decision (resolution) or handling of your case, you can lodge a formal appeal with the College Director. This formal appeal should be in writing.

External Complaints and Appeals

If your grievance still cannot be resolved by us, we will arrange for your complaint to be heard by an external complaints and appeals body.

This service is available through:

<https://www.ombudsman.gov.au/How-we-can-help/overseas-students/private-education-providers>

<https://www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace>

or:

South Queensland Dispute Resolution Centre:

Phone: (07) 3239 6007 or 1800 017 288 (toll free outside Brisbane)

Email: drc.sq@justice.qld.gov.au

Fax: (07) 3239 0200

Postal address:

GPO Box 149

BRISBANE QLD 4001

Address:

Level 1

363 George Street

BRISBANE QLD 4001

For International Students on Student Visas: If you wish to lodge an external appeal or complaint about the decision in your case, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.

Student grievance

This policy is designed to provide a fair, confidential and timely process for managing grievances lodged by international students of Mindroom Innovation.

Policy

Mindroom Innovation acknowledges your right to lodge a grievance where a genuine ground exists. We promise your complaint/grievance will be dealt fairly and in a timely manner. To lodge a grievance contact Student Support and ask to complete a form. The form is available from the Mindroom forms and policies webpage at: <https://www.mindroom.edu.au/forms-and-policies/>

We do however urge you to seek resolution by discussing what's bothering you with your trainer and/or a Student Support team member.

Trainers will be fully aware of the grievance process and will be committed to resolving any issues to the satisfaction of Mindroom Innovation and the student. In the event that an issue cannot be resolved internally, students will be advised of the appropriate legal body where they can seek further assistance.

Grievances will be processed in an appropriate timeframe depending on the nature of the grievance and details kept confidential in accordance with the Privacy Act.

All grievance interviews will be documented. Disclosure of information will only occur if the grievance escalates to third party involvement, and Mindroom Innovation is legally required to provide information, or if permission is granted by the student to do so.

Mindroom Innovation will maintain a Grievance records, most likely electronically.

For International Students on Student Visas: If you wish to lodge an external appeal or complain about this decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.

If a decision is made by Mindroom Innovation and the student is not satisfied with the grievance decision, they may appeal the decision.

The steps of the dispute resolution process are depicted below and do not prevent a student from exercising the student's right to other legal remedies.

1. If comfortable, the student approaches the person concerned to resolve the complaint or discusses the issue with the relevant trainer. The student may be accompanied and assisted by a support person at any relevant meeting if they so choose (for example, an agent).
2. If the issue remains unresolved, notify Mindroom Innovation in writing of the grievance within 14 days after the discussion.
3. The Chief Executive Officer (CEO) or Director, sends a confirmation of receipt of the Grievance Letter to the student within 7 days. The student will be advised in the letter that the Student Support team will be available to manage their needs should assistance be required.
4. Grievance details are recorded in the grievance and complaint register.
5. The student is offered an interview within 10 working days of receipt of the grievance, and the choice of having their own witness present.
6. The CEO/Director reviews the grievance and arranges for a suitable Mindroom Innovation representative and witness to attend the grievance interview.
7. The interview takes place and proceedings are documented. The student receives a written statement of the outcome, including the reasons behind the outcome.
8. If the grievance is resolved at the interview, agreed action is taken and a confirmation letter sent to the student.
9. Associated documentation is filed in the students file and in the Grievance Register, and in PRISMS for international students, and agreed action taken.

10. If the grievance is not resolved internally, and the student wishes to take the matter further, Mindroom Innovation will arrange for independent mediation to resolve the dispute through the Overseas Students Ombudsman (ph. 1300 362 072) for International students holding a student visa. Further interviews take place as required until the matter is resolved.
11. Once resolved associated documentation is filed in the students file and in the Grievance Register, and the outcome noted in the register and in PRISMS for international students, and agreed action taken. If it is determined that the grievance was directly due to the actions of an employee or inadequate Mindroom Innovation policies or procedures, Mindroom Innovation will address non-conformances or adjust policies or procedures immediately.
12. If the process exceeds a duration of 14 days from the time of the meeting, the student will be informed fortnightly by email of the progress.

Academic appeal

During the study period, students work will be assessed and marked. There may be times where students may have disagreements with their trainers about the outcome of a learning activity, assessment or other aspects of the course. In such circumstances the student may use this complaints and appeals policy to lodge an “academic appeal”.

When an academic appeal is submitted, the college will involve a different trainer/assessor to provide a second opinion on the student’s work and will either confirm the accuracy of the first assessment or raise and issue that needs to be dealt with resulting from gaps in the assessment.

Confirmation of initial assessment:

If the second opinion confirms the results of the initial assessment, then the student will be notified in writing of the outcome of the second assessment and this will mark the end of the appeal process.

Gaps identified:

If gaps are identified, for example, the second trainer believes that the work submitted should have been graded much higher than it was, then the following will take place;

- The student will be notified that gaps have been found and this is now being rectified
- The trainers will meet and work with a content developer to redevelop/moderate the assessment tools in accordance with the rules of assessment

- The student will enjoy the higher grading given by the second assessor and this is the grade that will be documented on the student's record.

Academic appeals will be dealt with within 10 business days from submission. If the process isn't concluded within 10 days, the student will be notified of the status/progress every fortnight.

Australia's consumer protection laws

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to act under Australia's consumer protection laws.