

## Complaints and Appeals Policy

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.

### What this policy covers

This policy is designed to manage and respond to allegations involving the conduct of:

- Mindroom Innovation, our trainers, assessors and other staff
- any third party providing services on behalf of us; and
- another student.

The policy also covers the process to appeal a decision made by Mindroom Innovation (or a third party on behalf of Mindroom Innovation), including assessment decisions (for example a review of a grade) and decisions to report students via PRISMS (for example a decision to report for unsatisfactory course progress).

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

### Before you lodge a complaint or appeal

Mindroom Innovation acknowledges your right to lodge a grievance where a genuine ground exists. 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 and our other staff 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. Please know that you may wish to be accompanied by a support person when you raise your grievance. If this does not resolve the issue, or if you feel uncomfortable raising

these issues directly, you can lodge a formal written complaint. Please raise the issue with us formally as soon as possible.

### **How to make a complaint or appeal**

If you have made your complaint but are not happy with the College's informal handling of your case, you can lodge a formal complaint or appeal with the College Director.

This formal complaint or appeal should be in writing by filling in the complaint form available from the Mindroom forms and policies webpage at: <https://www.mindroom.edu.au/forms-and-policies/>. If you wish to make a complaint in another way, you can contact Student Support about the process.

Once you lodge a formal written complaint or appeal, we will do all we can to deal with your grievance fairly and in a timely manner. The manner in which we deal with your complaint is detailed in this policy.

Please know that there is no cost or fees payable by you if you lodge a complaint or appeal.

### **How we will deal with your complaint or appeal**

Once we receive your complaint or appeal we will write to you and acknowledge receipt of the complaint/ appeal and we will begin assessing your complaint or appeal within 10 working days of you lodging it.

We will resolve all complaints or appeals as quickly as possible and, wherever possible, within no more than 60 days. In the rare event that it takes us more than 60 days to process and finalise your complaint, we will write to you and let you know why the complaint is taking longer than this period. Throughout the entire complaint process we will keep you informed on the process by sending emails. If a decision is made by Mindroom Innovation and the student is not satisfied with the grievance decision, they may appeal the decision.

A step by step guide to how we deal with complaints is outlined in annexure A.

### **How we manage complaint and appeal records**

Mindroom Innovation will maintain all grievance records, most likely electronically. Detail of any grievances are kept confidential in accordance with our privacy policy and the Privacy Act 1988 (Cth).

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.

### **Our continuous improvement**

We take complaints seriously and try to do all we can to stop complaints reoccurring. Grievance details are recorded in the grievance and complaint register. Mindroom Innovation identifies potential systematic causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

### **Appeal of an academic decision**

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 follow the process outlined below under the heading, "gaps identified".

#### 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 immediately 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.

## **Appeal of a decision to report a student or cancel a student's enrolment**

If the overseas student's appeal relates to a decision to cancel the student's enrolment, Mindroom Innovation will wait for any internal and/or external complaints process to be completed before proceeding.

If you receive an unsuccessful outcome through Mindroom Innovation's internal complaints handling and appeals process, you have the right to access an external complaints handling and appeals process at minimal or no cost. More information about the external complaints process is outlined below.

We will only report an overseas student for unsatisfactory course progress or attendance in PRISMS after:

- the internal and external complaints processes have been completed and the breach has been upheld;
  - the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period;
  - the overseas student has chosen not to access the external complaints and appeals process;
- or
- the overseas student withdraws from the internal or external appeals process, by notifying the registered provider in writing.

## **Information about how to make an external complaint or appeal**

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](mailto:drc.sq@justice.qld.gov.au)

Postal address: GPO Box 149, BRISBANE QLD 4001

Street 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](http://www.oso.gov.au) or phone 1300 362 072 for more information.

### **Australia's consumer protection laws**

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

## **Annexure A – Step by Step Guide to Dealing with Complaints and Appeals**

1. Within 7 days of receiving a written complaint or appeal, the Chief Executive Officer (CEO) or Director, sends an email or letter to the student confirming receipt. The student will be advised that the Student Support team will be available to manage their needs should assistance be required.
2. The student is offered an interview within 10 working days of receipt of the grievance, and the choice of having their own support person present (for example, agent, family member or friend).
3. The CEO/Director reviews the grievance and arranges for a suitable Mindroom Innovation representative and witness to attend the grievance interview with the student (and their support person).
4. The interview takes place and proceedings are documented.
5. In the case of an appeal regarding a decision to report the student to PRISMS:
  - a. the student may be given an opportunity to provide further documentation or submission supporting their position, for example, a doctor certificate; and
  - b. after consideration of any evidence, the CEO/Director will issue a decision and convey the outcome, including the reasons behind the outcome, to the student.
6. 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.
7. If the grievance is resolved at the interview, agreed action is taken and a confirmation letter sent to the student.
8. Associated documentation is filed in the students file and in the Grievance Register, and, where required, in PRISMS for international students (after any external appeal period has expired), and agreed action taken.
9. Grievance details are recorded in the grievance and complaint register.
10. 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.
11. 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 for International students holding a student visa or other

mediation service. We will advise you within 10 working days of your right to access an external appeals process and provide you with the contact details for that external service.