

COMPLAINTS & APPEALS FORM

Student Name: _____

Date of birth: _____

Course Details: _____

Did you receive a notice of intention to report from the institute? ☐ No ☐ Yes (Please attach copy)

Details of Grievance (list names of other parties involved if any)

SIA will in the first instance will always endeavour to resolve complaints/disputes informally. Students are encouraged to firstly talk to a member of staff as soon as a problem arises.

Have you discussed this with a member of staff? If so, please provide details.

Complaints Procedure

SIA must conduct the assessment of any complaint or appeal in a professional, fair and transparent manner.

All students will be given the opportunity to present their case. The student should undertake the following steps:

1. In the first instance, an informal approach is encouraged to be made to the person with whom the student has the complaint, in order to see if the matter can be resolved in a mutually satisfactory way.
2. If not satisfied or unable to undertake Step 1, the student is then to lodge the complaint in writing for investigation.
3. Students lodging a complaint will be provided with a copy of the Complaints and Appeals policy outlining all of their rights and responsibilities with a 'Complaints / Appeals form'.
4. All complaints must be recorded.
5. A member of staff who has not been involved in the complaint, will review the complaint and endeavour to have the matter resolved.
6. An investigation must be commenced within 10 working days of written/ formal lodgement.
7. The student (and support person if required to accompany or assist the student) will be invited to attend any relevant meetings to discuss / formally present the complaint/appeal at no cost to them.
8. The investigating officer must provide a written outcome of the complaint/investigation to the complainant including detailed reasons for the outcome to the Chief Executive Officer within 21 days of written receipt wherever possible or as soon as practicable.
9. SIA must advise students that are unsuccessful with SIA's internal complaints or appeals handling and process, within 10 working days of the decision being made, of the student's right to access an external complaints and appeals process at minimal or no cost to resolve the dispute. SIA must advise the student the contact details of the appropriate complaints and external appeals body.
10. The written outcome is to include that if the student is not satisfied with the outcome, of their rights to access independent mediation at minimal or no cost to resolve the dispute.
11. Students who are not satisfied with the process/decision may contact the Overseas Students Ombudsman or other Regulator as outlined in our policy for assistance.
12. SIA will not report a student for unsatisfactory progress or attendance until the student has been allowed to access ONE external complaints and appeals process.
13. Full details of all complaints/appeals, including a statement of the outcome/s and any corrective/preventative action are to be kept on the student file.

14. A signed copy (signed by student and investigating officer) of the conclusions/outcome of the complaint/appeal provided to the student is also to be kept on the student file.
15. If the internal or external complaint or appeal process results in a decision that supports the student, SIA will immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

Written records of all complaints and appeals will be kept in detail at each stage (including corrective and preventative action, reasons and outcomes) on student files and provided to the student.

Student Declaration

I have read and understand the FULL Complaints and Appeals Policy as provided to me prior to enrolment and again during enrolment/orientation.

Name/Signature: _____ Date: _____

Office Use Only

Form received date: _____ Received by: _____

Action taken: _____

Outcome of Complaint: _____

Complaint Resolved: ☐ Yes ☐ No Date: _____

Complaint forwarded to external party: ☐ Yes ☐ No Date: _____