

COMPLAINTS AND APPEALS POLICY			
Policy Name	Complaints and Appeals Policy		
Policy No	IDO008		
Version No.	V1	Effective Date	01.01.2023
Associated Policies			
Associated Procedures	<ul style="list-style-type: none"> Complaints and Appeals Procedure 		
Associated Documentation	<ul style="list-style-type: none"> Complaints and Appeals Register eCampus Complaints and Appeals Form eCampus Induction Student Handbook 		
<p>Overview</p> <p>Interior Design Online is committed to providing an effective, efficient, timely, fair and confidential academic and non-academic complaint handling procedure for all students.</p> <p>Academic matters include those matters which relate to student progress, assessment, attendance, course content in an approved course of study.</p> <p>Non-academic matters include those matters which do not relate to student progress, assessment, course content in a course and include complaints in relation to personal information that Interior Design Online holds in relation to the student.</p> <p>Responsibility</p> <p>The General Manager is responsible for the implementation of this policy and procedure and ensuring that all staff members are fully trained in its operation and students are made aware of its availability.</p> <p>Guidelines</p> <p>The general principles that apply to all stages of these complaints and appeals procedure, which will be adhered to by Interior Design Online are:</p> <p>All complaints and appeals will be managed fairly and equitably and as efficiently as possible.</p> <p>The student and respondent will have the opportunity to present their case at each stage of the procedure.</p> <p>The student and/or the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.</p> <p>The student and the respondent will not be discriminated against or victimised.</p> <p>The written complaint must be recorded in the Complaints and Appeals Register.</p> <p>At the meeting the student complaints and appeals form may be amended (if both parties agree) or a new form will be completed and signed by both parties during the meeting.</p>			

At all stages of the process, discussions relating to complaints and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the student and/or respondent if requested.

Records of all complaints will be kept for a period of five years. These records will be kept strictly confidential and stored in the School records management system. The student shall have appropriate access to these records. The student shall have access to this complaint procedure without charge.

Interior Design Online has arrangements in place for an independent and external person or body to hear complaints or appeals arising from the internal complaints and appeals process or refer students to an existing body where that body is appropriate for the complaint or appeal.

If the student is not satisfied with the result or conduct of the internal complaint handling and appeals process, Interior Design Online will advise the student of his or her right to access the external appeals process at minimal or no cost.

If the internal or any external complaint handling or appeal process results in a decision that supports the student, Interior Design Online will immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

This policy will ensure that if there is any matter arising from a student complaint or appeal that is a systemic issue which requires improvement action, this will be reported to the General Manager, and managed and implemented as part of Interior Design Online's continuous improvement process to take corrective actions to eliminate or mitigate the likelihood of reoccurrence. This will all be noted on the Continuous Improvement Register.

Where Interior Design Online considers more than 60 calendar days are required to process and finalise the complaint or appeal, it will:

- Inform the complainant in writing as to why more than 60 calendar days are required; and regularly update the complainant on the progress of the matter.

Stage One

Formal grievances should be submitted in writing to the Registrar, who will confirm receipt of and process the complaint or grievance.

The Registrar within Interior Design Online will then assess the grievance, determine the outcome and advise:

1. The Complainant in writing of their decision within 5 business days.
2. The Complainant will be advised of their right to access Stage Two of this procedure if they are not satisfied with the outcome of Stage One

Stage Two: Appeal

If the Complainant is not satisfied with the outcome of Stage One, they may lodge an appeal in writing with the General Manager of Interior Design Online.

The Complainant's appeal will be determined by an independent and impartial officer of Interior Design Online. The Reviewer will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal.

The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within five (5) business days. The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

Stage three: External Support

If the student is not satisfied with the outcome of Stage Two, they may lodge a complaint with the Students Ombudsman:

Students Ombudsman
Telephone (in Australia): 1300 362 072 (9 AM to 5 PM AEST, Mon-Fri)
Telephone (outside Australia): +61 2 6276 0111
GPO Box 442
Canberra ACT 2601 AUSTRALIA

The purpose of the external appeals process, in most cases, is to ensure that Interior Design Online has followed its policies and procedures.

Mediation

Sydney Design School/Interior Design Online is a member of the Resolution Institute's Student Mediation Scheme. www.resolution.institute

Version Control Summary

Version	Date	Author	Details
V2	01/01/2023	Nicole Watts	Updated