IET Education Group Pty Ltd T/A Immaculate Education and Training

RTO No. 46361 | ABN 73 677 538 402

Complaints and Appeals: Student Policy

Student Policy

Document ID	IET-SP-01
Version	4.0
Approved by	Chief Executive Officer
Applies to	All students, prospective students and former students
Related documents	Internal policies IET-POL-25 Complaints Management and IET-POL-26 Appeals Management; Student Handbook

1. Our Promise to You

If something is not right, we want to know. You have the right to make a complaint or appeal a decision, and you will not be treated unfairly for doing so. Every complaint and appeal is handled:

- **confidentially:** only people who need to know will be told
- **fairly:** you will be heard, anyone the complaint is about will also get a chance to respond, and the person dealing with it will not be someone involved in the problem, wherever possible
- **promptly:** we will acknowledge your complaint or appeal within 2 business days wherever practicable
- **without disadvantage:** making a complaint or appeal will not affect your enrolment, your results or the way you are treated, and your enrolment continues while we deal with it

You can bring a support person to any meeting, and we can help you put your complaint or appeal in writing.

You can complain about IET, our trainers, assessors and other staff, and anyone who provides services to you on our behalf, such as a work placement host. You can appeal any decision made by IET, our staff or anyone acting on our behalf that affects you, such as an assessment result.

2. Complaint or Appeal?

If you want to...	Use...
Raise a concern about training, a trainer or staff member, another student, fees, facilities, Moodle, your placement, discrimination or harassment, or how a policy was applied	A complaint
Ask us to review a decision, such as an assessment result, an RPL or credit transfer outcome, an academic integrity finding, a disciplinary decision or a Notice of Intention to Cancel Enrolment	An appeal

3. Making a Complaint

Step 1: Talk to us first (optional)

Many problems can be fixed quickly by talking to your trainer or the Administration Officer. You do not have to do this first if you do not feel comfortable.

Step 2: Make a formal complaint

Fill in the Complaints Form (from Administration or the IET website), or email info@iet.edu.au, call 0400 173 510, or come to the Docklands campus. If your complaint is about the CEO, give it to the Training Coordinator, who will arrange an independent person to deal with it.

Step 3: What happens next

What happens	When
We acknowledge your complaint in writing	Within 2 business days
The CEO or another person not involved looks into it, and may speak with you and others	Starts within 3 business days of receiving your complaint
We give you a written decision with reasons and what we will do. Anyone else involved is also told the outcome, as far as privacy allows.	We aim to finish within 20 business days. If we need longer, we will tell you why and when to expect an answer.

4. Making an Appeal

Step	What to do	Timeframe
1	Talk to your trainer or the person who made the decision, if you are comfortable	As soon as possible
2	Lodge an Appeal Form (or email) saying which decision you are appealing and why	Within 20 business days of being told the decision
3	We acknowledge your appeal	Within 2 business days
4	A different person reviews the decision. For assessment appeals, this is a qualified assessor who was not involved in your original assessment. For appeals against a decision made by the CEO, this is an independent person from outside IET.	Starts within 3 business days of receiving your appeal
5	We tell you the outcome in writing with reasons	Assessment appeals: within 10 business days. Other appeals: we aim for 20 business days.

If your appeal about an assessment is successful, your result will be changed or you will be given another assessment opportunity with a different assessor, at no cost.

If you have received a Notice of Intention to Cancel Enrolment, you have 20 business days to appeal. Your enrolment will not be cancelled while your appeal is being decided.

We keep a record of every complaint and appeal and its outcome, and we use them to improve our training and services.

5. Independent Review

If you are not happy with our decision on your complaint or appeal, you can ask for an independent review within 20 business days of our decision. We will arrange, at no cost to you, for someone independent of IET to review it, such as the Dispute Settlement Centre of Victoria or an independent VET professional.

This policy does not take away your rights under the Australian Consumer Law or your right to take other legal action.

6. Other Places You Can Go

You can contact these organisations at any time:

Organisation	Contact	For
Australian Skills Quality Authority (ASQA)	asqa.gov.au, 1300 701 801	Concerns about IET meeting the national standards
Consumer Affairs Victoria	consumer.vic.gov.au, 1300 55 81 81	Consumer and fee disputes
Victorian Equal Opportunity and Human Rights Commission	humanrights.vic.gov.au, 1300 292 153	Discrimination, harassment and victimisation
Australian Human Rights Commission	humanrights.gov.au, 1300 369 711	Discrimination under Commonwealth law
Office of the Australian Information Commissioner	oaic.gov.au, 1300 363 992	Privacy
Fair Work Ombudsman	fairwork.gov.au, 13 13 94	Workplace rights on placement

7. Contact

Administration Officer, Immaculate Education and Training, 1312A/401 Docklands Drive, Docklands VIC 3008. Phone 0400 173 510. Email info@iet.edu.au.

This document is reviewed at least annually, and earlier where there is a change to legislation, the Standards, a training package, IET's scope of registration or IET's operations, or where a review, complaint, audit or validation outcome identifies the need for change. Changes are recorded in the Continuous Improvement Register.