

SC14-I: Complaints Policy & Procedure

Domestic and International Students

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Purpose

The purpose of this policy and procedure is to outline BCC Institute’s approach to managing dissatisfaction, formal complaints of students, clients, staff, and other members of the community. It provides a transparent approach for all complaints to be addressed in a fair, efficient, and confidential manner.

This policy and procedure ensure compliance with the Standards for Registered Training Organisations 2015, Clauses 1.7, 5.4 and 6.1-6.6 as well as compliance with the of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, Standard 10.

Definitions

Appeal means the request for a review of the decision made

AQF means Australian Qualifications Framework

College means BCC Institute

Complaint means a person’s formal expression of dissatisfaction with any product or service provided by BCC Institute

Complainant means the person making the complaint

CRICOS means the Commonwealth Register of Institutions and Courses for Overseas Students

Defamation is the publication or making of false statements about another which damage that person’s reputation

DET means Department of Education and Training

PRISMS means Provider Registration and International Students Management System

Services means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation, or ICT support.

Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018

Policy

1. BCC Institute responds to all allegations involving the conduct of:
 - BCC Institute, its trainers and assessors and other staff.
 - Any third-party providing Services on behalf of the College.

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- Any student or client of the College.
2. Complaints may be made in relation to any of the College's services and activities such as:
 - The application and enrolment process.
 - Marketing information.
 - The quality of training and assessment provided.
 - Training and assessment matters, including student progress, student support and assessment requirements.
 - The way someone has been treated.
 - The actions of another student.
 - Discrimination, bullying, harassment, and victimisation.
 - Work, Health and Safety concerns.
 - The issuing of AQF certification documentation.
 - Privacy breaches.
 3. BCC Institute is committed to developing a procedurally fair complaints process that is carried out free from bias, following the principles of natural justice.
 4. If a student has a matter for complaint, they should first check the Written Agreement for its inclusion. The next step is to raise the issue with the appropriate member of staff at the College and check the website for details on how to complain.
 5. If the matter cannot be resolved informally, a process is in place for lodging a formal complaint. Through this policy and procedure, BCC Institute ensures that complaints:
 - Are responded to in a consistent and transparent manner.
 - Are responded to promptly, objectively, with sensitivity and confidentiality.
 - Can be made at no cost to the individual.
 - Enable the complainant to be accompanied by a support person at any meetings that occur during the process.
 - Are used as an opportunity to identify potential causes of the complaint and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
 6. Complaints should be made in writing using the Complaints and Appeals Form accessible from <https://www.bcci.edu.au/applications/forms-and-downloads>, or other written format such as an email (info@bcci.edu.au) and be sent or handed in to BCC Institute's head office at Level 1, 457 Chapel Road Bankstown NSW 2200 attention to the Chief Executive Officer (CEO).

When making a complaint, provide as much information as possible to enable BCC Institute to investigate and determine an appropriate solution. This should include:

 - The issue you are complaining about – describe what happened and how it affected you.
 - Any evidence you must support your complaint.
 - Details about the steps you have already taken to resolve the issue (in academic related matters).
 - Suggestions about how you would like to see the matter might resolved (in non-academic related matters).
 7. Members of the management team of BCC Institute will be involved in resolving complaints as outlined in the procedures. Complaints will be acknowledged in writing within 3 working days of receipt. Investigation of the complaint will commence within 10 working days of receiving the student's Complaints and Appeals Form. Where a third-party delivering Services on behalf of the College is involved, they will also be included in the process of resolving the complaint.

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8. Where a student chooses to access this policy and procedure, the student's enrolment with the College will be unaffected while the complaints handling process is ongoing.
9. Complaints will be finalised, and students will be advised in writing of the outcome and reasons for the outcome as soon as practicable within 60 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time as the matter is resolved.
10. BCC Institute will maintain a record of all complaints and their outcomes on the *Complaints and Appeals Register*. All records relating to complaints will be treated as confidential and will be covered by the College's Privacy Policy available on the website.
11. Students that are dissatisfied with the outcome of the complaint can make an internal Appeal using the Complaints and Appeals Form within 30 calendar days of the decision being made. If the internal Appeal outcome is considered unsatisfactory by the student, students can request an appropriate external independent party review a matter. For more information, refer to the College's Appeals Policy & Procedure available on the website.
12. This policy and related procedure do not replace or modify those or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

Procedure

1. Complaints

Procedure	Responsibility
<p>A. Receive and acknowledge complaint</p> <ul style="list-style-type: none"> • As per policy, formal complaints are to be made in writing by the complainant, attention to the CEO. • The CEO should review all complaints upon receipt. • Acknowledge receipt of complaint in writing by sending a letter or email to complainant within 3 working days of receipt. • Record details of the complaint on the <i>Complaints and Appeals Register</i>. • Commence process of investigation within 10 working days of receiving the complaint. 	Chief Executive Officer
<p>B. Investigate the complaint</p> <ul style="list-style-type: none"> • Upon receiving the complaint, the matter is to be investigated to ensure all relevant information is available and it is accurate and complete. • Further details from the complainant, respondent or other involved parties may be requested during this stage. This may be in writing, over the phone, or face-to-face. Where the meeting is face to face, the complainant may be accompanied by a support person. • If the matter is in relation to a third-party delivering Services on behalf of the College, the third party should be involved in the resolution of the complaint. • The CEO will review the information and decide on an appropriate 	Chief Executive Officer

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Procedure	Responsibility
<p>response. Where deemed necessary by the CEO, the matter may be reviewed by other members of the management team to arrive at an appropriate resolution.</p> <ul style="list-style-type: none"> Note: The complaint must be completely resolved within 60 calendar days of receipt of the original complaint. If the matter is particularly complex and it is going to take longer to resolve, the complainant is to be advised in writing along with reasons for the extra time. They must be provided with updates on progress on a weekly basis thereafter until the matter is resolved. 	
<p>C. Advise of the outcome and update records</p> <ul style="list-style-type: none"> Provide a written response to the complainant outlining: <ul style="list-style-type: none"> The College's understanding of the complaint The steps taken to investigate and resolve the complaint Decisions made about resolution, with reasons for the decisions made Areas that have been identified as possible causes of the complaint and improvements to be recommended Their right to access the appeals process if they are not satisfied with the outcome of the complaints process. Update the <i>Complaints and Appeals Register</i> so it includes the outcome of the complaint. Update the <i>Continuous Improvement Register</i> if applicable for any improvements to be made as an outcome. Keep a copy of the complaint and supporting documents in the Complaints file and in the student or staff file (where relevant). Discuss the complaint and its outcome at the next management meeting. 	<p>Chief Executive Officer</p>

2. Independent Reviews by External Party

Procedure	Responsibility
<p>D. External complaint or appeal</p> <ul style="list-style-type: none"> If dissatisfied with the internal processes, the complainant may initiate an external complaint. Additionally, a complainant who has been through the internal processes may request BCC Institute to appoint an independent party to review the matter. For domestic students, the independent party used is Fair Trading NSW, however complainants can seek their own external parties at their own cost. For international students, the independent party is the Overseas Students Ombudsman. 	<p>Staff as required</p>

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<ul style="list-style-type: none"> BCC Institute will cooperate fully in the process of the external party investigating and review the matter. This will include and not be limited to providing full access to the relevant student file/s and the internal complaints records were permitted to do so by law. All staff will be instructed to cooperate in such instances and to give an accurate account of the events as they understand them. 	

Document Control

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