Complaints, Appeals and Grievance Policy and Procedure

PURPOSE
This policy and procedure is to provide clear and practical guidelines to ensure that complaints and appeals of students/clinic clients can be resolved in accordance with the principles of natural justice, equitably and efficiently.

SCOPE
This complaints and appeals policy applies to all students/clinic client enrolled with AIHM.

DEFINITIONS
Complaints and Appeals include but are not restricted to matters of concern to a student relating to training delivery and assessment; the quality of the training; student support and materials; discrimination; and sexual harassment.

Natural Justice is concerned with ensuring procedural fairness:
- Decisions and processes should be free from bias.
- All parties have the right to be heard.
- The respondent has a right to know of what s/he is accused
- All parties are told the decision and the reasons for the decision.

POLICY
AIHM believes that a student, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation.

AIHM will manage all complaints and appeals fairly, equitably and efficiently as possible. AIHM will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, AIHM acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

Confidentiality will be maintained throughout the process of making and resolving complaints. AIHM seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

A copy of this Policy is available to all students and staff via AIHM Office and is available on website. The information will also contain details of external authorities that they may approach.

Procedure:
Should a student have a complaint or appeal, the following steps are to be followed:

1. AIHM encourages verbal complaints and is committed to resolve them in a most fair and timely manner. Such complaints can be made to the person
involved with the dispute or a AIHM staff member. However if the complaint is not resolved to the student/clinic client satisfaction a written complaint can be lodged with the SAS or the Registrar of any other staff member.

2. The formal grievance procedure begins here. On receiving a written complaint the Registrar shall advice the student/clinic client that their written complaint will be reported to the next management meeting or dealt with within 10 days of lodgment, regardless of the staff member’s perception of the importance of their complaint. The student shall also be informed that their enrolment and access to course lessons will be maintained during the complaints and appeal process. The Registrar will inform the student/clinic client about the outcome of the grievance and the rationale for the decision in writing within 10 days of complaint lodged.

3. If the student/clinic client is not satisfied with the response to the grievance, they can lodge an appeal with additional information available outlining the reason for this appeal to Dean of the studies within 20 working days of original decision being informed. Dean of the studies will then form a committee comprising of a administrative staff member and a senior teaching staff to review the grievance. Dean of the studies will notify the outcome of the appeal in writing within 10 working days.

4. If the student/clinic client is not happy with the outcome of the internal (AIHM) appeal process they may seek an independent external review of the decision. The application for the external review should be lodged 20 days of receiving the final outcome from the AIHM appeal process. The details of the external independent reviewer:

**External Process – Local Students**

*Australian Natural Therapists Association (ANTA)*

- **Mr Brian Coleman**
- **CEO**
- **PO Box 657**
- **Maroochydore QLD 4558**
- **Phone # - 07 5409 8222**

**For International Students**

*International Education Conciliation Service (IECS)*

If International student wants to complain or appeal the decision, they can contact IECS. They provide services for free and are independent.

- **IECS**
  - **22 Hasler Rd**
  - **Osborne Park WA 6017**
  - **Phone # - 08 9441 1900**

**Overseas Students Ombudsman**
If International student wants to complain or appeal the decision, they can contact the Overseas Students Ombudsman. The Overseas students Ombudsman is free and independent. To find out more students can log in to www.oso.gov.au or phone 1300 362 072

The Overseas Students Ombudsman investigates complaints about problems that International students or intending International students may have with private education and training in Australia.

The legal basis for the Ombudsman role is the Education Services for International Students (ESOS) Legislation Amendment Act 2011, passed by the Australian Parliament on 21 March 2011.

The Ombudsman also provides information about best practice complaints handling to help private education providers manage internal complaints effectively and publishes reports on problems and broader issues in international education identified through investigations.

The Ombudsman:

- provides a free service
- is independent and impartial, and does not represent either International students or private education providers
- can make recommendations arising out of investigations
- is a function of the Commonwealth Ombudsman.

AIHM agrees to abide by the independent external reviewer’s, recommendations and will be implemented as soon as possible.

Students/Clinic clients are strongly advised to get a resolution to their grievance through AIHM internal process before they contact external agency.

If the grievance still remains unresolved after external mediation, student/clinic client may choose to lodge a complaint with the regulatory body - Australian Skills Quality Authority (ASQA)

Complaints Team
Australian Skills Quality Authority
GPO Box 9928
SYDNEY NSW 2001
Tel: 1300 701 801
Email: TO.complaints@asqa.gov.au

All documentation relating to complaints or appeals should be archived for audit purposes.

AIHM Directors will be person responsible for the implementation and maintenance of the policy.
Grievance Policy

Have Grievance? Try to speak with the concerned person or with Registrar OR SAS

Grievance Resolved?
Yes

Lodge a written complaint to Registrar. You will be informed of the decision within 10 Working days.

NO

Lodge an appeal with additional information available outlining reason with in 20 days of the decision being informed. Decision will be informed within 10 days in written.

Lodge an application for external Mediation to be given within 20 days of the decision being taken.
Local Students – ANTA
International Students – IECS, Ombudsman