

FORMAL INTERNAL COMPLAINTS / APPEALS

FORMAL INTERNAL COMPLAINTS / APPEALS Where informal attempts cannot resolve the complaint/appeal, a formal complaint/appeal must be made following the procedure outlined below:

Step 1:

You need to fill out and submit a "Complaint and Appeal Form" along with supporting evidence •

This form can be assessed from AIHT website www.aiht.edu.au. - Please ensure you fill in the form with all details of the complaint/appeal, nature of complaint/appeal, date of the event which lead to the complaint, the decision that lead to the appeal, the person(s) involved with supporting evidence and any action has been taken to informally resolve, sign and date accordingly.

Step 2:

Once the completed form has been received , it will be assessed by AIHT staff and/or managers and notify the student **within 10 working days.**

Students are allowed to put forward their cases. A complaint or appeal must be submitted within:

- 10 working days from the date that the Competency not achieved (CNA) Notification has been
- sent by Student Support Team regarding the Outcome review.
- for the term that the event has occurred for other complaints/appeals.
 - There is no cost associated with formal Complaints/Appeals.

International students:

- A student is required to for fill their obligations under a student visa, and need to maintain attendance, academic progression and tuition fees during the appeal or complaint process.
- If a student's appeal relates to a decision to cancel the student's enrolment, the internal complaints process must be completed before the cancellation can proceed.
- A student will not be reported through Provider Registration and International Student Management System (PRISMS) for unsatisfactory course progress or attendance until the overseas student has accessed the internal and external complaints handling and appeals

AIHT only reports a student for unsatisfactory course progress or attendance in PRISMS

after:

- the internal and external complaints processes have been completed and the breach has been upheld;
 - the student has chosen not to access the internal complaints and appeals process within the 20 working day period.
 - the student has chosen not to access the external complaints and appeals process; or the overseas student withdraws from the internal or external appeals process, by notifying the registered provider in writing.
 - If a student is not successful in the internal complaints handling and appeals process, they will be advised on the right to access an external complaint handling and appeal process within 10 working days of the completion of the internal complaints and appeals.

Where the complaint/appeal decision or recommendation supports the student, AIHT will

- immediately implement the decision and/or corrective and preventative action that is required and
- advise the student of the outcome.
- Complaints/appeals details will be kept in the Student Management system against the student's file.

EXTERNAL COMPLAINTS / APPEALS

- If a student is still dissatisfied with the decision of AIHT, a student has the right to access external complaints handling and appeals.

- External complaints/appeals must be lodged within 10 working days of the completion of the internal complaints and appeals.
- Where a decision or outcome is in favour of the student, AIHT will immediately implement the decision and/or corrective and preventative action that is required and advise the student of the outcome.
- Complaints/appeals details will be kept in the Student Management system against the student's file.
- External complaints handling and appeals body for:

Domestic students

National Training Complaints

<https://www.dese.gov.au/national-trainingcomplaints-hotline>

International students

Commonwealth Ombudsman

<https://www.ombudsman.gov.au/>