

Document title:		Student Complaints and Appeals Policy
Approving authority:		Board of Directors
Related policies:		Total Quality Management Policy Assessment System Policy Continuous Improvement Policy Client Interaction and Service Excellence Policy Employee Code of Conduct and Ethics Policy Employee Confidentiality and Privacy Policy Employee Grievance and Complaints Policy Academic Integrity Policy Application and Admissions Policy Course Extension and Adjustment Policy Course Fees Policy Student Code of Conduct Policy Student Progress Requirements Policy Student Support Services Policy Workplace Learning Policy
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Version	Release date	Comment
V1.0	01/06/2023	Initial release

1. Introduction

ITAC is committed to providing a supportive learning environment where students can raise complaints and appeals in a fair, respectful, and professional manner. This policy outlines the process for students to submit complaints and appeals, and emphasizes resolving issues informally where possible, ensuring compliance with relevant laws and regulations, including Australian consumer laws and the Standards for RTOs.

2. Scope

This policy applies to all students of ITAC, former students, workplace supervisors or managers, ITAC staff members, and other relevant stakeholders. It covers complaints and appeals relating to academic and non-academic matters, including but not limited to course content, teaching, assessment, student support services, and facilities. Financial issues such as extensions and payments are also covered under this policy.

3. Early Resolution Contact

Before lodging a complaint or appeal, students are encouraged to contact their trainer or an ITAC student adviser. Most issues can be easily and quickly resolved without a formal complaint or appeal, allowing for greater flexibility in finding a satisfactory outcome for both parties.

4. Timeframe for Lodging Complaints and Appeals

Complaints and appeals must be lodged within 30 days of the event or issue occurring. Complaints beyond this time will be accepted at ITAC's discretion, and complaints beyond 90 days will not be accepted.

5. Lodging a Complaint or Appeal

To lodge a complaint or appeal, follow these steps:

1. Discuss your complaint with a student advisor or your trainer to try to resolve the issue. Almost all issues are resolved at this stage.
2. If not resolved, send an email to us (info@itac.edu.au) or call the info line. Outline the issue and provide supporting documentation if relevant. We may ask for further details or evidence. This will be sent to the relevant manager for investigation and action.
3. A manager will assess your lodgement, and you will be notified of the outcome within 30 days of submission.
4. If not resolved, or you wish to escalate, request the Master Form in order to lodge a formal complaint with ITAC. This will be forwarded to the General Manager of Operations. Note that complaints at this level can take up to 30 days for a response as decisions may need to be considered at the next scheduled Managers Meeting.
5. You may appeal this decision using the same form (but marking 'appeal'). Please address the information provided by ITAC regarding your case i.e. why the decision needs review due to incorrectly applying an ITAC policy.
6. If the process fails to resolve your concerns, you may request an independent party to review the complaint or appeal, which will be provided by ITAC.

Kindly be aware that complaints and appeals related to financial matters, extensions, academic misconduct, breaches of behavioural and other expectations, grading decisions, and matters with explicit information in the Terms and Conditions agreed upon enrolment, may not proceed to step D.

6. Processing Times

We will try to resolve all complaints and appeals within the following timeframe:

- Receipt of lodgement provided within 3 business days

- Investigation completed within 21 days
- Final decision communicated within 30 days

If the complaint takes longer than 30 days, ITAC will inform the complainant of the reason and provide an expected completion date. The complainant will be regularly updated.

7. Our Commitment to You

Complaints and appeals will be diligently and professionally managed by ITAC's management team. We will process the complaint as quickly as possible, adhering to the principles of natural justice, procedural fairness, and maintaining the strictest of confidentiality.

8. Your Responsibilities

Complainants are expected to behave pleasantly and professionally at all times. Abuse, harassment, threats, or intimidation of any kind will not be tolerated. ITAC staff will not communicate (including phone or email) with any person who behaves in such a manner. Staff have the right to work in a safe environment free from bullying and harassment. Any inappropriate behaviour will result in swift action from ITAC's senior management team, such as filing a report with the police, notifying the student of their immediate withdrawal from the course, and refusal to process the complaint any further. This applies to communication from friends and family of the student.

9. Special Considerations

For students with disabilities, we may accept verbal complaints and appeals, or work with an interpreter as needed. ITAC is dedicated to providing support and assistance to students experiencing financial stress or other special needs. Students are encouraged to contact ITAC as soon as possible to discuss their concerns instead of lodging a formal complaint or appeal.

10. Compliance

This policy is designed to ensure compliance with the Standards for RTOs and applicable laws, including consumer laws in Australia. Students must contact ITAC and exhaust all avenues under this policy before lodging a complaint with any government department. Failing to do so will result in the student's enrolment being immediately suspended or cancelled.

11. Continuous Improvement

ITAC is committed to continuously improving its complaints and appeals policy and procedures. Feedback from students, staff, and other stakeholders will be used to identify areas for improvement and to implement appropriate changes.
