

A large, light blue, stylized letter 'A' is centered on the page, serving as a background graphic. It has a thick, rounded stroke and a wide base.

INTERNATIONAL STUDENT COMPLAINTS APPEALS AND GRIEVANCE POLICY AND PROCEDURE

Name of document:	INTERNATIONAL STUDENT COMPLAINTS APPEALS AND GRIEVANCE POLICY AND PROCEDURE
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Purpose of document:	To provide guidance to all staff on compliance with complaints and appeals policies, procedures and processes.
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INTERNATIONAL STUDENT COMPLAINTS APPEALS AND GRIEVANCE POLICY AND PROCEDURE

At ATI, we always try to give you top quality teaching and personal care. If you are not happy with any aspect of your course, or the care you are receiving, we want to know. Don't worry if your English is not so good. We will give you every help with your enquiry.

Aurora Training Institute normally resolves matters within 7 to 14 days which falls within the 20-30 day period mandated by the Standards for Registered Training Providers (RTOs).

What to do if you have a problem

If you have a problem (grievance) about ATI, or any aspect of your course, or the accommodation that ATI has arranged for you, you should in the first instance tell the Student Engagement Support Officer at the front desk. Alternatively, you may wish to make an appointment with the Education Manager. If these people cannot help you with your problem, they will arrange for you to see the General Manager - Education and Training.

Your right to Appeal (Internal Appeals)

If you are not happy with ATI's decision, or the help you have received, you can lodge a formal appeal with the General Manager. This formal appeal should be in writing.

Nominating a support person

International students may nominate a support person to accompany them at any stage of the dispute resolution process. Regardless of the procedures shown above, if you are still dissatisfied, you have the right to seek other legal remedies under Australian and Queensland Common Law.

Here at ATI we will always do our best to assist in meeting the desired best outcome.

Your Right to Access an External Complaints and Appeals Body

If your grievance still cannot be resolved by the above process, within 10 working days of concluding the internal review, the Institute will advise the student of the external complaints and appeals body. This service is available through the Dispute Resolution Centre of the Department of Justice and the Attorney-General.

The Brisbane Dispute Resolution Centre is located on Brisbane Magistrate Court, Level 1, 363 George St, Brisbane 4000. Contact details are Tel: Brisbane +61 7 3239 6007; Fax: +61 7 3239 6284.

All complaints must be made in writing.

For International Students on Student Visas: If you wish to lodge an external appeal or complain about this decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Commonwealth Ombudsman website at

<https://www.ombudsman.gov.au/complaints/international-student-complaints> or phone 1300 362 072 for more information.

For Other Students: If you are concerned about the conduct of ATI you may contact the Australia Skills Quality Authority (ASQA).

Complaints must be submitted online at <http://www.asqa.gov.au/complaints/making-a-complaint.html>. Information about how to make an online complaint is available at this site.

Please note: The right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

STUDENT GRIEVANCE POLICY (INTERNAL COMPLAINTS AND APPEALS)

Purpose

To provide a fair, equitable, confidential and timely process for managing grievances lodged by domestic and international students of ATI.

Policy

ATI recognises that all students have the right to lodge a grievance where they consider there are genuine grounds for doing so and will address all grievances and complaints in a fair, equitable, confidential and timely manner, incorporating conflict management principles into all grievance processes.

The ATI Complaints and Appeals Policy and Procedure will be issued to all students prior to enrolment or before a contract is entered into, and again at orientation, or within 7 days of commencement of the course. All ATI employees will, in the course of their duties, refer any complainant to this document.

Students will be encouraged to discuss expectations and problems openly to avoid escalation of issues. ATI will ensure that the process for lodging and resolving grievances is easily accessible to students and not unduly complex. Teachers will be fully aware of the grievance process and will be committed to resolving any issues to the satisfaction of ATI and the student. If an issue cannot be resolved internally, students will be advised of the appropriate legal body where they can seek further assistance.

Grievances will be processed in an appropriate timeframe and details kept confidential in accordance with the Privacy Act. All grievance interviews will be minuted. Disclosure of information will only occur if the grievance escalates to third party involvement, and ATI is legally required to provide information, or if permission is granted by the student to do so.