

Grievance, Complaints and Appeals Policy and Procedure

1. Purpose

Move Academy (MA) is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015).

Move Academy aims to provide a fair, equitable and productive learning environment for all its students. This policy seeks to support the achievement of this goal by providing a transparent and consistent process for resolving academic appeals and non-academic complaints and grievances across all delivery locations.

As such, Move Academy is required to have a policy and process in place to manage and respond to grievances involving staff, learners and third party training and assessment providers who provide services on behalf of Move Academy.

This policy is based on providing and maintaining training and assessment services that are fair and reasonable and afford a forum where issues or inadequacies can be raised and resolved. This process provides opportunity for complaints to be recorded, acknowledged and dealt with in a fair, efficient and effective manner.

This policy provides clients with a clear process to register a complaint. It ensures all parties involved are kept informed of the resulting actions and outcomes.

2. Scope

This policy applies to all Students and Staff of Move Academy

3. Definitions

Grievance	A grievance exists when a student is not satisfied with the products or services provided by MA including any aspect of its business operations.
Complaint	Any student or member of the public can make an informal or formal complaint at any time including if they are dissatisfied with the outcome of any informal complaint already made. An informal complaint becomes a formal complaint when a student submits a Complaints Form to MA. A formal complaint must be lodged in writing (letter or email) with Student Services. In cases where no formal complaint has been received, the Student Services Manager, Academic Director of MA, Quality, Accreditation and Compliance Manager, General Manager, CEO, and members of the Academic Board may decide that an investigation is warranted, in which case they will initiate the formal complaints process.
Appeal	A student may appeal against any decision made by MA by submitting a Request Review of Complaints Outcome Form, or an Assessment Appeal Form
Assessment Appeal	An Assessment Appeal is an appeal against an assessment decision, made by submitting an Assessment Appeal Form - within ten working days of results being posted.
Conflict of Interest	A participant may disqualify themselves from participating in these complaint procedures should they consider that their involvement would create a conflict of

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	interest. The convenor of any meeting is required to ensure that any participant in the processes specified by this Policy has the opportunity to declare whether or not they have a conflict of interest. Any participant who perceives a possible conflict of interest should report the matter to the General Manager who shall make a determination on what action is appropriate, and may disqualify a person from participating.
Rights	This policy, and 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.

4. Overview

All stakeholders are entitled to access an efficient mechanism to raise and settle grievances. MA is committed to identifying and responding to any issue or grievance considering any aspect of its business operations. MA has established a complaint and grievance resolution system to resolve:

- i. academic appeals and grievances relating to student progress, assessment, facilitators, plagiarism, course materials, curriculum or awards in a course of study;
- ii. academic appeals and grievances relating to personal information held and any other administrative matters;
- iii. grievances between staff and students, between staff members and between students; and
- iv. between students and any of the following: the registered provider, the registered provider’s agents or any related party engaged in services on behalf of the registered provider.

MA will respond to any grievance raised by participants, candidates, employees, facilitators, students, and any other stakeholders promptly and objectively regardless of the location of the teaching site, the place of residence of the complainant, the mode of study, or the nature of the Academic complaint. There are no costs to students from MA when using the MA Grievance, Complaints, and Appeals Policy or procedures.

MA welcomes all forms of feedback, and students are openly invited to offer feedback on any matter at any time.

At all times, MA will respect the rights of all students to use other avenues available to them to address their grievances and/or appeals.

5. Confidentiality

All information collected by Move Academy will be dealt with as per the Move Academy Privacy Policy. All parties, subject to the grievance process, shall at all times treat grievance as confidential and shall not reveal the names of complainants making a grievance or where applicable those referred to in the grievance to any third party without the express permission of those concerned.

MA will allow parties you have used the procedure to access the records of that use, but otherwise, the records will be maintained as confidential.

6. Complaints

6.2 Informal Appeals of Complaints

Often there are situations when an error has occurred or there are differences between expectations and actual experiences. These are often addressed with discussion and clarification

between the two parties. An informal complaint can be made to any member of staff verbally or in writing. It is not dealt with through a formal process.

An informal appeal or complaint is focused on resolution. Any student may make an informal complaint at any time within 12 months from the date of the event leading to the complaint. Many problems can be resolved informally and all parties are encouraged to try to resolve the issue directly between the people concerned. Alternatively, an informal complaint can be made through student services.

MA expects any staff member contacted about an appeal or complaint to provide the complainant with information about how an informal appeal works and if necessary, how to pursue the complaint (in line with this policy).

Staff members who receive a complaint are encouraged to resolve complaints as quickly and informally as possible, normally within 10 working days of the complaint being raised. Where the complaint cannot be resolved in this timeframe, student services must be informed and the complaint may be referred to this formal process.

Even though informal, a summary of the informal appeal or complaint will be recorded in the Complaints Register for regulatory reasons and continuous improvement purposes.

6.3 Formal Complaint (Grievance)

If the grievance cannot be resolved through speaking with the Student Services Manager, the student may submit a Complaints Form to MA as follows:

1. A complaint can be lodged in writing by using the Complaints/Appeal Form. A student can lodge their complaint/Appeal at admin@moveacademy.edu.au.

The written complaint must contain sufficient information necessary for the complaint to be assessed. All available information including a brief description of what the complaint is about, how it arose, who is involved, what (if any) steps have been taken to resolve the complaint to date, and what outcome the complainant is seeking, along with any supporting documentation. A record of the complaint will be kept on file.

2. A student will have the opportunity to formally present their case at no cost from MA. Either party to the complaint may be accompanied and assisted by a support person at any relevant meeting (such as a family member, friend, counsellor or another professional support person, other than a lawyer). Any costs associated with a student support person is a student cost.
3. MA management will investigate and respond to all complaints or appeals lodged by a student. The process will commence within 10 working days of the formal lodgment of the complaint or appeal and supporting information, and all reasonable measures will be taken to finalise the process in the shortest possible time.
4. The student will be notified in writing of the outcome via email. This email will include details of the reasons for the outcome and advice and the process on how to appeal the decision.
5. Students who are not satisfied with the outcome of an appeal decision may wish to refer to an external agency. The student may appeal the decision to an independent senior officer of Move Academy, or through the following agencies:

Office of Fair trading:

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<https://www.qld.gov.au/law/fair-trading> (free service)

Anti-Discrimination

<https://www.qhrc.qld.gov.au/> (free service)

Mediation - An independent mediator may be selected using the Australian Mediation Register at www.amr.asn.au (various; some free, some charge fees). Also available in QLD is the [Dispute Resolution Branch \(DRB\)](#) (free service).

For issues of a more serious nature, contact your local police.

Students must instigate any external appeal process within 28 days of the outcome of their initial appeal. Either party to the complaint may be accompanied and assisted by a support person at any relevant meeting (such as a family member, friend, counsellor or another professional support person, other than a lawyer). Any costs associated with a student support person is a student cost.

The decision of any external mediator will be given to each party by written notice which will include the reasons for the decision. If the process results in a decision in favor of the student, MA will immediately implement the decision and advise the student of the actions taken.

Recommendations by the appropriate external agencies in relation to a grievance will be implemented in accordance with the directive provided. A summary of the grievance, appeal or complaint will be recorded in the Complaints Register for regulatory reasons and continuous improvement purposes. Any recommendation that arises from the external stage of the grievance procedure will be added to the continuous improvement of the company and adopted into the policies and procedures of Move Academy.

MA will maintain a student's enrolment while a complaint or appeal process is on-going. Where it is in the best interests of the student's health and or wellbeing, MA reserves the right to suspend a student from attending class or visiting the MA campus during this period.

The MA grievances, complaints and appeals procedures do not limit the rights of students to take action under Australian's consumer protection law if the Australian Consumer Law applies.

7. Formal Appeal of Notice to Cancel Enrolment

Students may appeal any notice received informing them of the intent to cancel their enrolment. The student should use the Complaint/Appeal Form to lodge their appeal.

Students will have 28 days from the date of the Notice to lodge their appeal. As shown in the Flowchart below, there are many stages in the complaint/appeal process and a student's Enrolment will only be executed after all opportunities of appeal initiated by the student have been concluded.

8. Formal Appeal (Academic – grades)

Basis for appeals

Fair opportunity and fair application of the relevant assessment guide and Move Academy policies will be the only basis for an appeal.

A student has grounds for appeal if:

- a. The grade was not an accurate, or a fair, interpretation of the published assessment criteria
- b. There was a misapplication of MA policies and procedures

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- c. Factors outside of the student’s control meant that the work submitted did not accurately reflect the student’s ability

In an appeal application, a student must make clear the grounds on which they are making the appeal, and provide evidence to support their claim. MA will provide a suitable form.

While meetings are not usually held, students have an opportunity to formally present their case (at no cost) and may be accompanied and assisted by a support person at any relevant meetings.

9. Responsibilities

Action	Responsibility	Time Frame
Initial Appeal	Student	Application must be made within ten working days of results being posted.
Review of Appeal	Course Coordinator*	The review decision must be sent to student within five working days
Appeal Decision	Student	Application for Appeal Review must be made, by student, within five working days of being notified of appeal decision
Appeal Review	Review Committee	The Review Committee must meet within five days. The decision must be sent to the student within two working days
Appeal Decision	Student	Application must be made, by the student, within five working days of being notified of appeal review committee decision
Grievance Review	Appeals Panel (AP)	AP must meet within five days. The decision must be sent to student within two working days.

* If the Course Coordinator is also the student’s teacher, Student Services will select an alternative course coordinator to conduct the review and prepare the response.

Summary Guide

Reason for Appeal	This means	Supporting Evidence	Example
Inappropriate marking	The grading criteria published in the subject outline were inappropriately applied	Name the specific criteria and point to evidence in your assessment that satisfies that criteria	“I was marked not satisfactory as I did not have evidence of program review. This was included within workbook B”
Inappropriate application of MA rule or regulation	That the grade was modified because it was late, plagiarised or did not meet the	Site the MA rule or regulation used to modify your grade. Attach evidence refuting that the rule or	“My grade was altered due to lateness. This screen grab shows that my assessment was submitted on time”

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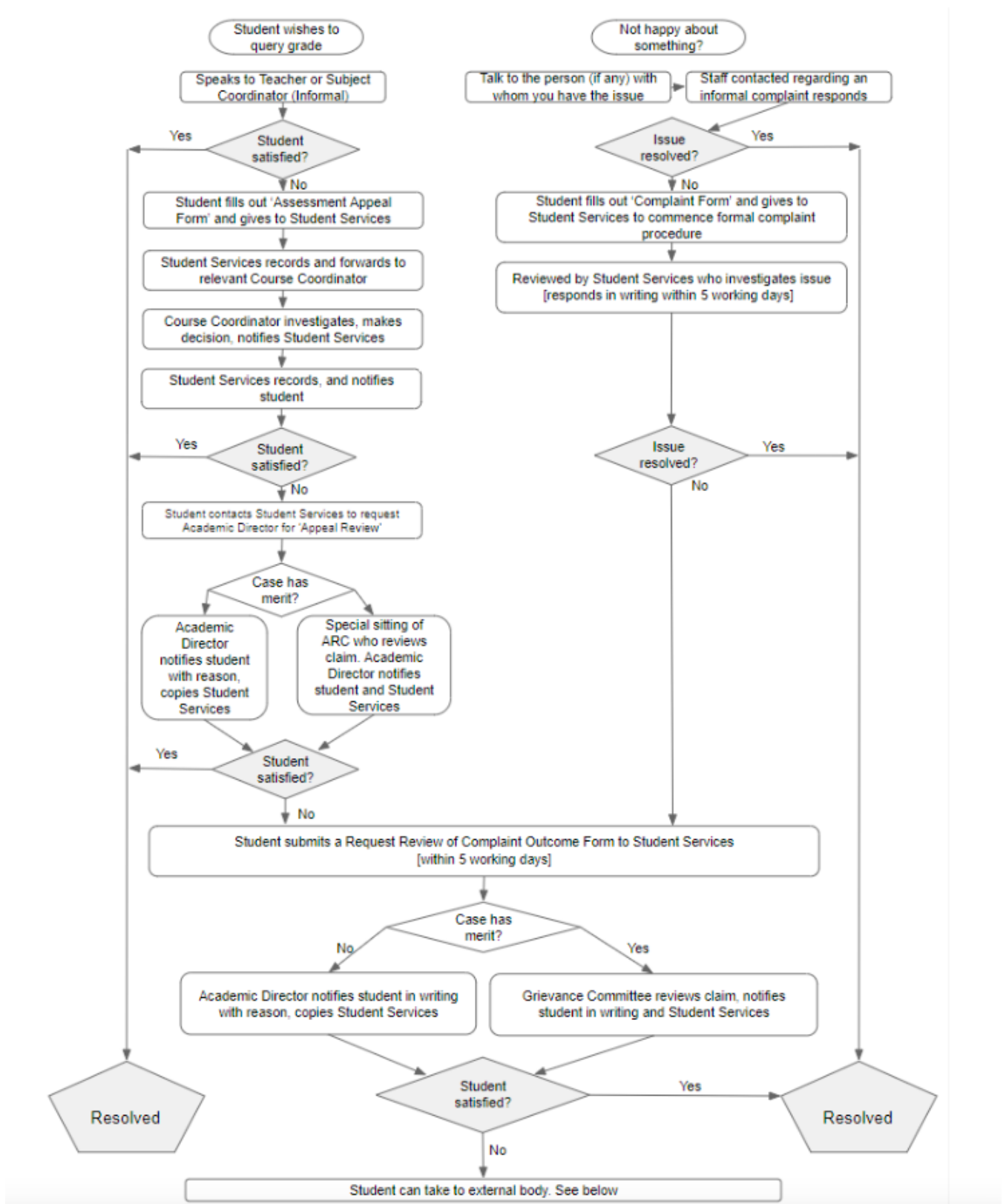
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	requirements of the assessment	regulation was breached	
Special Consideration	Was there a reason, beyond your control, that resulted in a grade that does not reflect your ability	Special Consideration is outlined in MA's Assessment Policy. You need to have evidence supporting these circumstances	"I was sick in the week before the assessment was due. Here is a medical certificate from a registered general practitioner"

Flowchart



10. Agencies Available to Students

NSW: www.fairtrading.nsw.gov.au/buying-products-and-services/buying-services/education-and-training (free service),

VIC: www.consumer.vic.gov.au/products-and-services/problem-with-a-service (free service)

QLD: www.qld.gov.au/law/fair-trading (free service)

VET Student Loan Ombudsman: <https://www.ombudsman.gov.au/How-we-can-help/vslo> (free service)

11. Access & Equity

The Move Academy Access & Equity Policy applies. (See Access & Equity Policy)

12. Records Management

Records of all complaints and their outcomes are maintained securely.

Records of complaints include:

- a) How the complaint was dealt with;
- b) The outcome of the complaint;
- c) The timeframes for resolution of the complaint;
- d) The potential causes of the complaint; and
- e) The steps taken to resolve the complaint.

All documentation from Refund processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

13. Monitoring and Improvement

All complaints practices are monitored by the Director Move Academy and will be discussed at Management Review Meetings with areas for improvement identified and acted upon. (See Continuous Improvement Policy)

Associated Information

Associated Internal Documents	Admission and Enrolment Procedure Student Handbook Application form Pre-training review document Move Academy terms and conditions
Related Legislation, Standards, and Codes	Vet Student Loans Act 2016 Vet Student Loans Rules 2016 Standards for Registered Training Organisations 2015 Student Identifiers Act 2014

Change History

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Change Summary	21 May 2021	Initial document
	V2.0 31 May 2011	Revision of entire Document to ensure that all information required within Section 88 of the VSL rules were included within the document. Revision of flowchart

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