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2. Description and Scope

The purpose of this procedure is to define the system available to students for dealing with complaints and appeals, independent resolution, and student rights. Students who are concerned about the conduct of IHNA are encouraged to attempt to resolve their concerns by informally discussing the issue with the people involved. If this is not possible or a resolution cannot be met then this procedure must be used.

All prospective students, all enrolled students and all graduated students for a period of 12 months after graduation.

3. Responsibility

The Managing Director has the overall responsibility of this procedure. Other responsibilities are outlined within the procedure.

4. Definitions

Complaint: Any expression of dissatisfaction with an action, product or service provided by IHNA to a client.

Appeals: Is where a client, may dispute a decision made by IHNA. The decision may be an assessment decision or maybe about any other aspect of IHNA's operations.

Complaints and Appeals will be handled through the same process as documented below.

5. References

Title	Document Identifier	Location
Complaints and Appeals Form	IHNA-Form-CAF	Sharepoint/IHNA Compliance/IHNA Forms

6. Policy

- 7.1. All prospective students will be provided with Course Brochures and Student Handbook which contains information on complaints and appeals prior to enrolment and explained again at orientation. IHNA's Complaints and Appeals Policy and Form is also published at IHNA website ([link](#)).
- 7.2. All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution.
- 7.3. All parties will have a clear understanding of the steps involved in the procedure.
- 7.4. Students will be provided with details of external authorities they may approach, if required.
- 7.5. At any stage in the complaint or appeals process students are entitled to have their own nominee included in the resolution process.
- 7.6. All complaints and appeals will be managed fairly and equitably and as efficiently as possible.

- 7.7. IHNA will address any complaint or appeal within 5 working days and will attempt to resolve any complaint or appeal fairly and equitably within 10 working days.
- 7.8. Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.
- 7.9. Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies.

7. Process

- 8.1. Students are encouraged to resolve issues informally by speaking to the trainer or the person with which they have a complaint.
- 8.2. If not satisfied students are further encouraged to speak to the Course Coordinator of their enrolled course and present their complaint. The Course Coordinator will try and resolve the issue and come to a satisfactory solution. If not satisfied student must follow the formal process.
- 8.3. Students should complete a 'Student Complaints and Appeals Form' available from IHNA website and Student Services and then submit it to the Registrar.
- 8.4. The date of submission of a complaint and/or appeal is noted on the student file.
- 8.5. The complainant and/or appellant will be given an opportunity to formally present their case and have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- 8.6. IHNA will convene a panel made up of the Training Manager, Course Coordinator and a Director who will investigate the complaint and make a decision. For an Appeal a second Director will be added to the panel.
- 8.7. The outcome of the complaint or appeal must be recorded in writing and signed and dated by the complainant/appellant and the Training Manager.
- 8.8. IHNA is committed to provide students with a fair and equitable process for resolving any complaints or appeals they may have. This includes a requirement that an independent mediator will be appointed at no expense to the student if the student is dissatisfied with the resolution proposed by the Institute. The third party independent mediator may be provided by the Australian Council for Private Education and Training (ACPET). Please refer to <http://www.acpet.edu.au/students/student-support> or Contact ACPET on (03) 9412 5900.
- 8.9. If a student is still not satisfied after 3rd party mediation they can contact ASQA.
- 8.10. The details of the complaints and appeals procedures followed and outcome are placed in the student file.
- 8.11. If the complaint or appeal is against a staff member then it should be recorded in the staff's HR files. Training Manager will inform HR of the details of complaints/appeal and the outcome.
- 8.12. Complaints and appeals are seen as opportunities for improvement as such all outcomes of complaints and appeals will be logged in the Continuous Improvement Register for review.

Student Complaints and Appeals Process Flowchart

