

Student Complaints and Resolution Policy

Purpose

ELC Career College is committed to an effective, timely, fair and equitable complaints and resolution system, which is easily accessible and offered to all students at ELC. Complaints can be raised by a student, that covers a broad range of topics. A complaint may start as an informal conversation, however we encourage students to use the formal procedure, so that a record may be made, which will allow ELC to make continuous improvements to ELC's undertakings.

ELC Career College aims to:

- Develop a culture that views complaints as an opportunity to improve the organisation and how it works,
- Treat complaints as an equitable process within a safe environment,
- Set in place a complaint handling system, that is student-focused and helps ELC prevent similar incidents from recurring,
- Ensure that any complaints are resolved promptly, objectively, with sensitivity and in complete confidentiality,
- Ensure that the views of each complainant and respondent are respected, and that any party to a complaint is not discriminated against, or victimised, and
- Ensure that there is a consistent response to complaints.

A complaint can be defined as a person's expression of dissatisfaction with any aspect of ELC's services and activities. A complaint may be an expression of dissatisfaction with:

- The enrolment, induction/orientation process,
- The quality of training & assessment, administrative and student support provided,
- Academic matters including student progress, assessment (type and structure), and course delivery,
- Final warnings and ELC instigated reporting to DHA, leading from poor attendance/course progress,
- Access to personal records,
- Third Parties that provide services on behalf of ELC,
- The way someone has been treated by an ELC employee or another student.

The ELC Career College Complaints process will be:

- well publicised and clear;
- accessible, so complaints can be lodged in person or in writing;
- fair, and protect the rights and privacy of individuals and groups;
- free, so complaints can be lodged without charge;
- transparent, equitable, objective and unbiased;
- comprehensive, so that it effectively resolves a variety of complaints such as student dissatisfaction, poor service, fraud, misconduct etc;
- implemented effectively and efficiently to ensure complaints are resolved within an acceptable timeframe; and
- monitored, recorded and reported to the appropriate people.

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This Student Complaint and Resolution Policy and Procedure is designed to ensure that ELC responds effectively to complaints.

Procedure for informal complaints

Students that are enrolled with ELC Career College are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. Academic staff, administration staff and student support are available to assist students resolve their issues at this level.

During this initial stage students and staff are informed that they may be accompanied and assisted by a support person at any relevant meetings. All discussions will be documented for transparency and consistency. If the matter is able to be resolved, then it is considered closed. If the matter is not resolved, then the student will be encouraged to lodge a formal complaint.

Procedure for formal complaints

Formal complaints must be submitted in writing via email to the appropriate personnel, who will commence an investigation of the complaint within 10 business days of formal lodgement and will take all reasonable measures to resolve the complaint as soon as practicable.

The Course Coordinator OR Academic Manager OR Administration Manager will, if necessary, seek to clarify the outcome that the complainant hopes to achieve. Such clarification may be sought by written request or by a face-to-face interview with the complainant. When such clarification occurs in a face-to-face interview, the complainant will have an opportunity to formally present their case. The complainant or the respondent may ask a support person to accompany them to any such meeting.

The Course Coordinator OR Academic Manager OR Administration Manager will, then provide a written report to the complainant on the outcome of the formal complaint and any steps taken to address the complaint. If ELC believes that the outcome will take longer than 60 days, the college will notify the student in writing via email. ELC will update the student regularly to keep them informed of the progress of the decision making.

If this stage of the complaint handling process results in a decision that supports the student, ELC will immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

Appeal against complaint outcome

If a complainant is dissatisfied with the outcome of their formal complaint, they may lodge an appeal with the RTO Manager who will appoint an appropriate person or committee to consult with the complainant and other relevant parties within 10 working days.

Where possible such consultations should take the form of face-to-face interviews. The complainant will have an opportunity to formally present their case during any such interview. The complainant or the respondent may ask a support person to accompany them to these interviews.

Following the consultation, the RTO Manager, or their nominee, will provide a written report to the complainant advising the complainant of the outcome of the appeal and outlining any further steps taken to address the complaint.

If this stage of the complaint handling process results in a decision that supports the student, ELC will immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome. The details will state the outcomes and reasons for the decisions made. In the event that a complaint is substantiated, ELC will take prompt and appropriate action to resolve the circumstances.

External Review

If the student is not satisfied with the result or conduct of the complaint handling process, ELC will advise the student of their right to access an external appeals provider at no cost. International students can contact the Overseas Students Ombudsman, at <https://www.ombudsman.gov.au/contact-us>

Record Keeping & Confidentiality

Records of all complaints handled under this procedure and their outcomes shall be maintained for a period of at least five years to allow all parties to the complaint appropriate access to these records, upon written request to ELC. Details of the complaints will be recorded in the student file, on the student database. All records relating to complaints will be treated as confidential.

Additional Information

This Policy for Student Complaint and Resolution will be made available to students in a course of study with ELC, regardless of the location of the campus at which the complaint has arisen, the mode in which they study or their place of residence.

If the student chooses to utilise processes under this policy, ELC will maintain the student's enrolment while the complaint and appeals process is ongoing.

Publication

The Student Complaint and Resolution Policy and Procedure will be available for students on the ELC Career College website (www.elc.edu.au/vocational)

For the purposes of communicating to and training staff, the Student Complaint and Resolution Policy and Procedure will form part of the employee induction process.