



# Complaints & Appeals Policy

Australian Paramedical College





# Complaints & Appeals Policy

## Policy Statement

Industry Pathways Pty Ltd (ABN 65 153 814 192) operating as Australian Paramedical College (APC) is committed to undertake all necessary actions to resolve student complaints, grievances and appeals relating to both academic and non-academic matters in a fair and expeditious manner. This policy may also be applied to persons seeking to enrol in a course of study with Industry Pathways Pty Ltd.

## Purpose

Australian Paramedical College has developed this complaint and appeals policy to:

- Reassure students that any disputes or complaints will be taken seriously, handled professionally and confidentially in order to achieve a speedy resolution;
- Ensure that students have a clear understanding of the steps involved in Australian Paramedical College complaint and appeals policy; and,
- Provide independent authorities who may assist in the event of a complaint or appeal with relevant information regarding the company's complaint and appeals process.

## Aims/Procedures

The aims of this policy are to ensure that:

- All students are aware of the Australian Paramedical College Complaints and Appeals Procedure and their right to take their complaint or appeal to the National VET Regulator if they wish to do so;
- All complaints and appeals must be submitted in writing by completing our Complaints and Appeals form which can be found on our website under the "Policies" tab, please refer to the following [link](#). The completed form is to be emailed to the Commercial manager via [complaints@apcollege.edu.au](mailto:complaints@apcollege.edu.au)
- All complaints and appeals received will be given consideration with full attention to details with the objective of an amicable settlement to all parties concerned;
- Resolution to any complaint or appeal between aggrieved parties will be addressed informally and/or formally, and in an open and trusting environment; and, we will acknowledge having received the complaint within 2 business days
- The complainant/appellant will be notified in writing of the outcome and the reasons for that outcome within 14 business days from the complaint/appeal was lodged
- If the complaint/appeal is not finalized within 14 days of the receipt of the complaint/appeal, APC will inform the Complainant/Appellant the reasons in writing and will provide regular updated on the progress of the matter.



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- Appeals must be made within ten (10) business days of receipt of the outcome
- The Complainant/Appellant may seek to lodge the issue through additional Third Party Organisation if they feel necessary

## Scope

This policy applies to all Australian Paramedical College students, staff, contractors & partners.

In the event that a student has a grievance concerning any matter in relation to Australian Paramedical College staff, other students or procedures, there is a process in place to ensure that the grievance can be resolved amicably. Students have access to a complaints and appeal procedure if they feel they have been unjustly treated or have a serious complaint.

A student and/or provider may be assisted or accompanied by a support person regardless of the nature of the grievance or complaint.

## Academic Appeal

Australian Paramedical College seeks to prevent appeals by ensuring that students are satisfied with their course and its outcomes. Personnel are expected to be fair, courteous and helpful in all dealings with students.

Any complaint about any Assessment will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. Appeals must be made within ten (10) business days of receipt of assessment.

Australian Paramedical College will maintain a student's enrolment while a complaint and appeal process is on-going, however, this does not exclude Australian Paramedical College from reserving the right to suspend a student from attending class or visiting the Industry Pathways sites if that is considered necessary during this period.

All records of any appeals will be kept on file.

## Definitions

### Appeal:

An Appeal is a request for the reconsideration of a decision that has already been made. An Appeal can only be made by the person that the original decision affected.

### Complaint:

A Complaint is the formal communication of dissatisfaction with a product or service provided by the Industry Pathways

## Please refer to:

Complaints & Appeals Procedure

Complaints and appeals form