

Complaints and Appeals Policy

This Complaints and Appeals Policy and related procedure are designed to ensure that Oxygen College responds effectively to individual cases of dissatisfaction. This policy outlines Oxygen College's approach to managing complaints and appeals and ensures that all clients, students, employers and other stakeholders are aware of the steps to take to have their dissatisfaction addressed appropriately.

This policy provides an avenue for all complaints to be addressed in a fair, efficient and confidential manner. It applies to all students, prospective students, clients, employers, staff and other stakeholders of Oxygen College. This policy and related procedure will be made available to students regardless of the location of the campus at which the complaint has arisen, the mode in which they study or their place of residence.

Definitions

Complaint – a person's expression of dissatisfaction with any service provided by Oxygen College.

Appeal – a request to review a decision that has previously been made.

1. Complaints and Appeals Systems

1.1 Despite all efforts of Oxygen College to provide satisfactory services to its students, clients, employers and other persons, complaints may occasionally arise requiring formal resolution.

1.2 Oxygen College is committed to developing and maintaining an effective, timely, fair and equitable complaints and appeals system which is easily accessible and offered to complainants at no charge. Oxygen College aims to:

- a.* Develop a culture that views complaints and appeals as an opportunity to improve the organisation and how it works;
- b.* Set in place a complaints and appeals handling system that is client focused and helps Oxygen College to prevent these events from recurring;
- c.* Ensure that any complaints and appeals are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- d.* Ensure that the views of each complainant and respondent are respected and that any party to a complaint or appeal is not discriminated against nor victimised;

- e. Ensure that there is a consistent response to complaints and appeals.

1.3 Complaints and Appeals will be overseen by the Governance Board. Where corrective action is required the Governance Board will vote on the most appropriate corrective action.

2. Nature of Complaints and Appeals

2.1 Complaints and appeals may be made in relation to any of Oxygen College's services, activities and decisions such as:

- a. the enrolment, induction/orientation process;
- b. the quality of education provided;
- c. training and assessment matters, including student progress, assessment, curriculum and awards in a course of study;
- d. access to personal records;
- e. decisions made by Oxygen College; and/or the way someone has been treated.
- f. A student of the RTO
- g. The RTO itself inclusive of its trainers and assessors or other staff members.
- h.

3. Resolving Issues before they become a formal complaint

3.1 Students and clients are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned to deal with the issue before it becomes a formal complaint. Oxygen College's Administration Officers and other staff members are available to assist students to resolve their issues at this level.

4. Lodging a Complaint

4.1 Formal complaints and appeals may be made in writing through the website

<https://www.oxygencollege.com.au/complaints-appeals-form/>

4.2 All parties are encouraged to approach matters with an open view and to attempt to resolve problems through discussion and conciliation. Oxygen College acknowledges the need for an appropriate independent party to mediate where an appropriate outcome cannot be reached internally. Oxygen College will not charge for the internal or external process of lodging a complaint.

5. Resolution Timeframe

- 5.1 All formal complaints and appeals will be responded to efficiently to ensure an effective resolution within a reasonable timeframe, usually twenty (20) days or as soon as practicable. However, in some cases, particularly if the matter is complex, the resolution may take longer.

6. Complaints and Appeals Register

- 6.1 All formal complaints can appeal their outcomes which will be recorded on the Complaints and Appeals Register, this is located on the Curriculum drive, which is a secure drive. In addition, the register will be regularly reviewed by management and used as an opportunity for improvement and reflection.

7. Timeframe for Assessment Appeals

- 7.1 Students have the right to make an appeal against the academic decisions made by Oxygen College.
- 7.2 Appeals against any decisions of a non-academic nature are to be made in writing following the Formal Complaints and Appeals procedure.
- 7.3 Appeals against assessment decisions and other academic matters must be made within twenty-one (21) days of the original decision being made.

8. Enrolment status

- 8.1 Where a student chooses to access this policy and procedure, Oxygen College will maintain the student's enrolment while the complaints handling process is ongoing. Unless the safety and wellbeing of student and staff are in question.

9. Record Keeping & Confidentiality

- 9.1 A written record of all complaints and appeals handled under this policy and procedure and their outcomes shall be maintained for a period of at least five (5) years to allow all parties to the complaint or appeal appropriate access to these records.
- 9.2 All records relating to complaints and appeals will be treated as confidential and will be covered by Oxygen College's Privacy and Personal Information Policy

10. Non-limitation of policy

10.1 This policy and related procedure do not replace or modify those or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and related procedure limits the rights of individuals to take action under Australia's Consumer Protection laws. Also, this policy does not circumscribe an individual's rights to pursue other legal remedies.

11. Key aligned documents

<https://www.oxygencollege.com.au/complaints-appeals-form/>
[*COMP163 Complaints and appeals procedure*](#)

****Note - Only written complaints are considered formal complaints and documented on the register****