

# Complaints and Appeals Policy and Procedure

**All complaints and appeals must be made in English.**

## Complaints and Appeals

If a student wishes to make a complaint or appeal a decision about any matter other than assessment, they should approach a staff member who will attempt to resolve it immediately, if practicable.

(Please note: a student may nominate a support person to accompany them to meetings or assist them with the complaints process at any stage)

If there is still disagreement about a complaint or appeal the student should complete a Complaint/ Appeal Form and hand it in at Reception. Reception is to forward it to the Training Manager who must acknowledge receipt of your complaint/ appeal in writing.

All complaints/ appeals will be reviewed investigated and a written outcome provided to the student.

If it is anticipated that an appeal will take more than 60 days to resolve the student will be informed of the reasons in writing and be provided with regular written updates on the progress of the matter.

If the student is unable to resolve the complaint with GBC they should contact the **NSW Ombudsman** by means of:

- Phone: 02 9286 1000
- Toll free (outside Sydney metro): 1800 451 524
- Complaints: [ONLINE COMPLAINT FORM](#)
- Web: [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)
- Email: [nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au)
- Fax: 02 9283 2911 .

GBC has arrangements for LEADR, an external organisation to the College, to hear complaints or appeals on referral when GBC or the complainant considers it appropriate for the complaint or appeal.

GBC will maintain a student's enrolment whilst the complaints and appeals process is ongoing.

If the internal or any external complaint handling or appeal process results in a decision that supports the student, GBC will immediately implement any decision and/or corrective action if required, and advise the student of the outcome.

The Training Manager maintains secure records of all complaints and appeals concerning GBC and their outcomes as per the Records Management policy. Complaints and Appeals logs are analysed as part of the continuous improvement process to identify any trends, potential causes, and to implement related corrective action.

## Assessment Appeals

If a student is not happy with any aspect of the assessment process they should discuss this with the trainer/ assessor as soon as is practicable. If not satisfied, the student should lodge an appeal by completing an Assessment Appeal form and forward it to the Training Manager within 7 working days of the assessment results being notified to them. The Training Manager must acknowledge receipt of the appeal in writing.

Following consultation with the Assessor involved, the Training Manager will take one of the following courses of action:

- Request further evidence to enable a decision to be made
- Uphold the original assessment decision
- Organise for review of the original assessment by a second assessor
- Organise for the student to be reassessed by another assessor
- Revise the assessment decision

The student is to be provided with a written decision on their appeal within 10 working days of the appeal being lodged.

If unsuccessful upon reassessment and the student wishes to be assessed again, they can re-enrol in the relevant unit and pay the associated assessment fees. If they are still not satisfied with the results of an appeal GBC will arrange for the appeal to be heard by an independent mediator, LEADR, and provide the student with the opportunity to formally present their case. This will be at no cost to the student.

GBC aims to resolve all appeals within 10 working days of receipt. If it is anticipated that an appeal will take more than 60 days to resolve the student will be informed of the reasons in writing and be provided with regular written updates on the progress of the matter.

All records of assessment appeals are kept on file by the Training Manager. If the result of the assessment appeal supports the student GBC will immediately implement the decision and advise the student of the outcome.

*Please note: the dispute resolution policy outlined in this policy does not prevent an overseas student from exercising the student's right to other legal remedies including taking action under Australia's consumer protection laws in the case of financial disputes*

**Any disputes will be settled under Australian Law**