

Regulations and standards	National Code Std 10 RTO standards 6.1-6.5
Purpose	To provide a fair, equitable, confidential and timely process for managing complaints lodged by domestic and international students of Imagine Education Australia (Imagine Education).
Policy	<p>At Imagine Education, we always try to give you top quality teaching and personal service. If you are not happy with any aspect of your course, or the service you are receiving, we want to know. Don't worry if your English is not so good. We will assist you with your enquiry.</p> <p>The policy will be given to students before a contract is entered into or before an amount of money has been paid, whichever happens first.</p> <p>All complaints and appeals will be handled fairly, professionally, equitably, confidentially and in a timely manner, with a view to achieving a satisfactory resolution as soon as practicable.</p> <p>The principles of this policy are:</p> <ol style="list-style-type: none"> 1. All students will receive a copy of this policy prior to formalising their enrolment and will be further advised of the complaint and appeals policies and procedures and student support services during Orientation. 2. All student complaints and appeals will be handled in a serious, sensitive, and timely manner and discussed only with those persons relevant to the case. 3. Student complaints and appeals processes will be kept as informal as possible, based on principles of mediation and negotiation. 4. Students can lodge a complaint or appeal with Imagine Education at no cost. 5. Students who lodge a complaint or appeal in accordance with this policy or appeal in accordance with this policy will not be subject to negative treatment or penalised because of the complaint or appeal. 6. Staff involved in resolving student complaints or appeals will act fairly at all times and ensure that decisions will be based on a thorough and unbiased consideration of the facts and the views expressed by all parties. 7. No action will be taken or suggested to a student without consultation with the relevant staff member. 8. Outcomes or decisions made to resolve or respond to a complaint or appeal must be achievable within Imagine Education's lawful powers and policies, and relevant legislative requirements. 9. This policy will be communicated to staff during induction, annual re-induction and made available on SharePoint. 10. Students' enrolment status will not be affected by the lodging of a complaint or appeal. <p>Imagine Education Australia normally resolves matters within 7 to 14 days which falls within the 60 day period mandated by the Standards for Registered Training Providers (RTOs) 2015, Standard 6 Clause 6.4.</p> <p>All complaints must be made in writing.</p>
Procedure	<p>What to do if you have a problem:</p> <p>If you have a complaint about the College, or any aspect of your course, or the accommodation that the College has arranged for you, you should in the first instance tell the Student Services Officer at the front desk. Alternatively, you may wish to make an</p>

appointment with the Campus General Manager. If these people cannot help you with your problem, they will arrange for you to see the General Manager or CEO.

Nominating a support person

International students may nominate a support person to accompany them at any stage of the complaint process.

Students will be encouraged to discuss expectations and problems openly to avoid escalation of issues. Imagine Education Australia will ensure that the process for lodging and resolving complaints is easily accessible to students and not unduly complex.

Teachers will be fully aware of the complaint process and will be committed to resolving any issues to the satisfaction of Imagine Education Australia and the student.

In the event that an issue cannot be resolved internally, students will be advised of the appropriate legal body where they can seek further assistance.

Your right to Appeal (Internal Appeals)

If you are not happy with the College's decision, or the help you have received, you can lodge a formal appeal with the General Manager. This formal appeal should be in writing.

Your Right to Access an External Complaints and Appeals Body

If your complaint still cannot be resolved by the above process, within 10 working days of concluding the internal review, the College will advise the student of the external complaints and appeals body. This service is available through the Dispute Resolution Centre of the Department of Justice and the Attorney-General.

The Brisbane Dispute Resolution Centre is located on Brisbane Magistrate Court, Level 1, 363 George St, Brisbane 4000. Contact details are: Tel: Brisbane +61 7 3239 6007; Fax: +61 7 3239 6284.

Regardless of the procedures shown above, if you are still dissatisfied, you have the right to seek other legal remedies under Australian and Queensland Common Law. But we hope the problem will never get this serious and we will always do our best to help.

For International Students on Student Visas

If you are not happy with the outcome of the internal complaints and appeals procedure, you may lodge an external appeal or complaint about this decision, you can contact the Commonwealth Ombudsman. The Commonwealth Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Commonwealth Ombudsman website

<https://www.ombudsman.gov.au/complaints/international-student-complaints> or phone 1300 362 072 for more information.

For Other Students

If you are concerned about the conduct of Imagine Education Australia you may contact the Australia Skills Quality Authority (ASQA). Complaints must be submitted online at <http://www.asqa.gov.au/complaints/making-a-complaint.html>. Information about how to make an online complaint is available at this site.

	<p>Complaints will be processed in an appropriate timeframe and details kept confidential in accordance with the Privacy Act. All complaint meetings will be minuted. Disclosure of information will only occur if the complaint escalates to third party involvement, and Imagine Education Australia is legally required to provide information, or if permission is granted by the student to do so.</p> <p>Imagine Education Australia will maintain a Complaints Register, where hard copies of documentation will be filed along with a summary of all complaints. Copies of relevant documents will also be kept on the student's file.</p> <p>If an international student lodges a complaint, the student will be referred to either the Campus General Manager or General Manager for assistance. Imagine Education Australia will make every effort to ensure that disputes are resolved promptly taking into consideration the length of time the student will be residing in Australia on their student visa.</p>
<p>Steps to take in detail</p>	<p>Process for a New Complaint: <i>Note: if student is appealing a decision made by the College not related to a written complaint please skip to step 9.</i></p> <ol style="list-style-type: none"> 1. If comfortable, the student approaches the person concerned to resolve the complaint or discusses the issue with the relevant teacher. The student may be accompanied and assisted by a support person at any relevant meeting if they so choose. Where an illegal act has occurred, the General Manager is notified immediately and the appropriate authorities contacted. The General Manager will notify the CEO and Board of Directors. 2. If the issue remains unresolved or the student is not comfortable approaching the concerned person directly, they should notify Imagine Education Australia in writing of the complaint as soon as practicable. 3. Campus General Manager sends a Receipt of Complaint Letter to the student within 7 days, notifies the General Manager a complaint has been received and updates the Complaints Register. The student will be advised in the letter that the Campus General Manager or General Manager will be available to manage their needs should assistance be required. 4. The student is offered a formal meeting within 10 working days of receipt of the complaint, and the choice of having their own witness present. 5. Campus General Manager and/or General Manager reviews the complaint and arranges for a suitable Imagine Education Australia representative and witness to attend the meeting. 6. The meeting takes place and proceedings are minuted. The student receives a written statement of the outcome, including the reasons behind the outcome. Details are updated on to the Complaints Register. 7. If the complaint is resolved at the meeting, agreed action is taken and a confirmation letter sent to the student. Details are updated on to the Complaints Register. 8. Associated documentation is filed in the students file, on the Complaint Register and, where required, in PRISMS for international students, and the agreed action is taken.

	<p>Internally Appealing the College’s Decision:</p> <ol style="list-style-type: none"> 9. If the student is not satisfied with the decision of the College (e.g. Complaints meeting outcome, decision to cancel enrolment for not meeting visa conditions, etc), they may appeal in writing to the General Manager or the CEO. 10. The General Manager, CEO or a nominated staff member will acknowledge receipt of the internal appeal in writing and confirm the appeal will be reviewed within ten (10) working days. 11. The General Manager or CEO will review the case and all supporting documentation related to initial decision. They may also request a meeting with the student, who is able to bring a support person with them. 12. The General Manager or CEO will advise the student in writing of the outcome of the appeal. This information will be added to the Complaints register, where applicable. <p>Externally Appealing the College’s Decision:</p> <ol style="list-style-type: none"> 13. If the complaint is not resolved internally, and the student wishes to take the matter further, within 20 working days of concluding the internal review, Imagine Education Australia will advise the student of the contact details of the Commonwealth Ombudsman (ph 1300 362 072 ,or Commonwealth Ombudsman website https://www.ombudsman.gov.au/complaints/international-student-complaints) for International students holding a student visa or for other students the Dispute Resolution Branch, Department of Justice and Attorney-General. There are six Dispute Resolution Centres throughout Queensland and a toll free number of 1800 017 288 is available for students. At present there is no fee for this service however this is subject to change. 14. Further interviews take place as required until the matter is resolved. 15. If the external appeal results in a decisions in favour of the overseas student, Imagine Education Australia will implement the decision, take action and advise the student in writing. 16. Once resolved associated documentation is filed in the students file and in the Complaint Register, and the outcome noted in the register and/or in PRISMS for international students, and agreed action taken. If it is determined that the complaint was directly due to the actions of an employee or inadequate Imagine Education Australia policies or procedures, Imagine Education Australia will address non-conformances or adjust policies or procedures immediately.
Supporting documentation	Complaints register
Locations	www.imagineeducation.com.au Student Handbook
Reviewed	Annually, 04/03/2024
Version	Version 4.2