

Student Complaints and Appeals Policy

1. PURPOSE

The JMC Academy is committed to providing a framework for fair and equitable processes where complaints and appeals are responded to promptly, effectively and fairly. The JMC Academy views student complaints and appeals as an opportunity to review and improve its practices and the overall student experience.

2. SCOPE

This policy applies to all JMC Academy's students (including potential students), and to all the staff involved in managing or responding to complaints and appeals.

The *Student Complaints and Appeals Policy*, and its associated Procedures, cover any aspect of a student's experience at JMC Academy. It covers, but is not limited to, student complaints and appeals about their experience, dissatisfaction or concern with:

- The application and enrolment processes
- Interactions with JMC Academy staff or other students
- The provision and quality of JMC Academy courses offered
- Administration matters and student support
- Assessment and progression
- Dealing with JMC Academy's international education agents
- Dealing with any JMC Academy related party where an arrangement exists to deliver the course or related services.

The following matters are outside the scope of this policy:

- Alleged instances of:
 - Sexual harassment or assault,
 - Bullying,
 - Unlawful Discrimination; and
 - Criminal activity.

For these matters, please refer to the following:

- Discrimination, Bullying, Harassment and Sexual Misconduct Policy
- Student Code of Conduct.

If a complaint or appeal has been dealt with formally under another policy, it cannot also be dealt with under this policy.

This policy and the associated procedures are not intended to limit the rights of individuals to take action under the relevant State or Commonwealth Law or an individual's rights to pursue other legal remedies.

3. DEFINITIONS

Appeal

An appeal is an application for a review and reversal of a decision or an outcome, previously made by JMC Academy, by virtue of an error or breach of procedural fairness in the initial decision.

Appellant means the student(s) submitting an appeal under the Student Complaints and Appeals Procedure.

Complaint

A complaint can be defined as a student's expression of an unsatisfactory or unacceptable experience within the control or responsibility of the JMC Academy. This includes operations, services, facilities, decisions or the conduct of JMC Academy staff and/or students.

Complainant means the student(s) submitting a complaint under the Student Complaints and Appeals Procedure.

JMC Representative

This is the JMC Academy staff member responding to an *Application to Lodge a Formal Complaint Form*, normally the Campus Manager or in instances where there may be a conflict of interest, the Director of Finance and Operations.

Student

This includes all enrolled students (commencing and continuing), as well as 'potential students'. A JMC Academy student may be either a domestic or overseas student.

Potential student

A potential student is a person who has not yet enrolled in a course of study at JMC Academy. They have however had contact with JMC as part of the application and enrolment process.

For definitions not listed here please refer to JMC Academy's Glossary.

4. POLICY

At the JMC Academy:

- Information about JMC Academy's complaints and appeals procedures are made available to all students prior to enrolment through our website and prospective student information, and subsequent to enrolment, through handbooks, websites and our student learning management system.
- Neither the student making the complaint or appeal nor the person(s) against which the complaint or appeal is being made will be victimised or discriminated against at any stage of the resolution process.
- All complaints and appeals will be handled professionally and with confidentiality, striving for a resolution that is satisfactory, fair and equitable to all parties.
- Students are given an opportunity to formally present their case at minimal or no cost and be accompanied and assisted by a support person at any relevant meetings
- The resolution process for student complaints is a tiered system including external mediation, encouraging students to initially resolve their matter immediately with the person or persons involved. Should that approach be unsuccessful or unsafe then the student can initiate the formal resolution process. The Student Complaints and Appeals Procedure outlines the steps in the process.
- The resolution process for a student appeal is a tiered system including external appeal. The Student Complaints and Appeals Procedure and the International Students Appeal against Intention to Report Procedure outline the steps in the process.
- The formal resolution process is conducted objectively, confidentially and with the aim of achieving a good outcome in a timely manner.

- Students are given a written statement of the outcome of the internal appeal, including detailed reasons for the outcome
- A written record of the complaint or appeal, including a statement of the outcome and reasons for the outcome is kept.
- The Student Complaints and Appeals Procedure is undertaken by JMC Academy with no cost to the student.
- There is a consistent response to complaints and appeals.
- Student complaints and appeals are an opportunity to improve JMC Academy systems and processes.
- The complaints and appeals handling system is student focussed and aims to prevent similar matters from recurring.

5. COMPLAINTS and APPEALS

Students may access the Student Complaints and Appeals Policy – and its associated procedures – at any time, against any decisions prescribed in this policy.

6. POSITIONS RESPONSIBLE FOR IMPLEMENTING POLICY:

- Governing Council,
- Academic Board,
- Chief Executive Officer,
- Director of Education,
- Director of International Services
- Campus Manager,
- Administration,
- JMC Academy Students,
- JMC Academy Staff.

7. RELATED DOCUMENTS

- Discrimination, Bullying, Harassment and Sexual Misconduct Policy
- Student Complaints and Appeals Procedure
- International Students Appeal against Intention to Report Procedure
- Personal Information and Privacy Policy
- Record Management Policy and Procedure
- Statement of JMC Academy Principles of Procedural Fairness
- JMC Academy Glossary
- Student Code of Conduct

8. RELATED LEGISLATION

This Policy supports JMC Academy's compliance with the following legislation:

- Higher Education Support Act 2003 (Cth),
- Higher Education Standards Framework (Threshold Standards) 2015,
- Education Services for Overseas Students (ESOS) Act 2000 (Cth),
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018
 - ESOS National Code 2018, Part B, Standard 10

9. POLICY REVIEW DATE

28th February, 2021

10. VERSION CONTROL TABLE

Title	<i>Student Complaints and Appeals Policy</i>			
Maintained By	Education Team			
Approving Authority	Governing Council			
Approved Date	11/10/2018			
Version Number	Modified By	Modifications Made	Date Modified	Status
1.0	G. Markakis		13/02/2014	Superseded
2.0	G. Jedlinska	Added related legislation section, amended related documents and positions, reformatted document, added version control table	25/09/2018	Superseded
2.1	G. Markakis	Retitled the policy to, ' <i>Student Complaints and Appeals Policy</i> ' Slight rewording to include the Appeals Procedure.	3/10/2018	Superseded
2.2	G. Markakis	Broadening of the Scope of the policy to encompass additional elements.	10/10/2018	Current