

Feedback, Complaints and Appeals Policy

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Policy

Sacred Heart International College is committed to collecting feedback from students, staff and employers so that it can continuously improve the services which it provides to all stakeholders

Sacred Heart International College accepts that at times students, staff, and employers will have legitimate complaints about SHIC's services or about the way in which SHIC may have operated. These procedures provide stakeholders with information on the lodging of complaints and the processes which SHIC will follow in order to provide outcomes which are acceptable to all parties.

SHIC is committed to continuous improvement and is fully receptive to feedback and complaints. SHIC will provide a blame-free culture, where there is no detriment to people who complain. SHIC aims to resolve complaints and appeals honestly, fairly and without bias.

This policy and procedure and applicable forms are available to all students and potential students by directly contacting Sacred Heart International College or through the College's website. Information on these procedures is also included in the Student Handbook.

Procedures

Feedback

Sacred Heart International College encourages stakeholders, including students, staff, and employers, to provide feedback to the College at any time. A feedback form is available at SHIC reception desk. All feedback will be acknowledged unless it is anonymous, and advice will be provided on any action taken as a result of the feedback.

Students and employers will be requested to provide formal feedback annually.

Complaints

Informal stage

1. In the first instance, a complaint should be discussed as soon as possible with the person/s involved.

2. Parties to the complaint are encouraged to resolve the grievance through open discussion with the person who is the subject of the complaint, or is responsible for acting on the complaint.
3. Parties to the complaint can have a supporter assist and support them during discussions.
4. The parties to the complaint may choose to prepare and sign off on an agreed outcome.
5. If the matter of the complaint is not resolved, and if the complainant wishes to take the matter further, the complainant should submit a formal complaint.

Formal Complaints

1. Any student, potential student, employer, or member of staff may submit a formal complaint to Sacred Heart International College with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process unless it is referred to a third party.
2. Complainants have the right to access advice and support from independent external agencies/ persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorised by the CEO.
3. Any person wishing to submit a formal complaint can do so by completing the 'Complaints and Appeals Form' and state their case providing as many details as possible. This form can be gained by contacting Student Administration at the College.
4. The complaint may be submitted to SHIC through the following methods
 - Email to Administration addressing CEO
 - Directly to a member of staff
5. The CEO will acknowledge receipt of the complaint in writing within 5 working days of it receipt.
6. All complaints will be investigated impartially and any investigation will uphold the principles of natural justice and procedural fairness
7. A complainant may be assisted or accompanied by a support person throughout the process at all times.
8. The CEO shall refer the matter to the appropriate personnel for review and investigation. This investigation is to be completed and a recommendation submitted to the CEO within 15 working days. In some circumstances, the investigation may take longer than 15 working days and in these situations the CEO will communicate the need for additional time to the parties involved.
9. The relevant personnel conducting the investigation will be required to conduct interviews of relevant parties and maintain confidentiality.
10. The relevant personnel conducting the investigation will recommend action for resolution of the complaint to the CEO.
11. Once a decision has been reached the CEO will inform all parties involved of the decision in writing within 20 days of receipt of the complaint. The complainant will also be notified that they have the right of appeal and will be referred to the appeals procedure.
12. The CEO shall ensure that Sacred Heart International College will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the complainant, the registered provider must immediately implement any decision and/or corrective and preventative action that is required, and advise the student of the action taken.
 - The Complaints and Appeals Register will be updated with all relevant information and copies of all documentation will be placed into the Complaints and Appeals file by Student Administration.

Appealing a Decision – Internal Appeals

All complainants have the right to appeal decisions made by Sacred Heart International College where reasonable grounds can be established. The areas in which a student may appeal a decision made by Sacred Heart International College may include:

- Final assessment outcomes for a unit
- Admission and enrolment related decisions
- Outcomes of complaints
- Outcomes from discipline/general misconduct and academic misconduct process
- Credit and RPL decisions

If the complainant is not satisfied with the outcomes of the complaint, they may lodge an appeal against the decision.

The appeal application must be lodged within 20 working days of the date of receipt of the original decision and should be lodged with Administration using the complaints and Appeals form.

The CEO will acknowledge receipt of the appeal within 5 working days of the receipt of the appeal.

The CEO will investigate the details of the appeal and will make a decision within 15 working days of receipt of the appeal.

If the appeal is in regard to an assessment decision, the CEO will arrange for the student's work to be reassessed by a different assessor.

The complainant will be notified in writing of the outcome with reasons for the decision within 20 days of the receipt of the appeal, and the Complaints and Appeals Register will be updated. The complainant will be provided the option of activating the external appeals process if they are not satisfied with the outcome.

Further steps– External Appeals

If the complainant is still dissatisfied with the decision, the complainant has the right to lodge a complaint externally with the Commonwealth Ombudsman or the National Training Complaints Hotline which can refer your complaint to the most appropriate authority to have your complaint considered.

Contact details for the Commonwealth Ombudsman are:

Phone: 1300 362 072

Online: [Web Form Submission](#)

Contact details for the National Training Complaints Hotline are:

Phone: 13 38 73

Website: [National Training Complaints Hotline complaints form - Department of Employment and Workplace Relations, Australian Government](#)