

**Crumps International Pty Ltd  
Complaints and Appeals  
Policy and Procedure**

## Complaints and Appeals

### Policy

Crumps International Pty Ltd's Complaints and Appeals processes are independent, easily and immediately accessible and inexpensive for the parties involved.

Students have the right, as set down in our International Student Handbook, to submit any complaints or appeals to Crumps International Pty Ltd on academic decisions, procedural matters or any issues that directly relate to the successful completion of their course.

Crumps International Pty Ltd supports the learner/candidate's right to lodge any complaint or appeal, and will not restrict that right in any way. Crumps International Pty Ltd will do everything possible to address any complaint or appeal in an unbiased, professional manner.

This Policy is designed to encourage confidential resolution of complaints and appeals with a minimum of delay and formality for any learner/candidate who believes that she or he has been unfairly treated and has an issue with Crumps International Pty Ltd.

### Purpose

The purpose of this policy and procedure is to ensure that complaints and appeals are resolved appropriately.

### Scope

This policy and procedure applies to all staff of Crumps International Pty Ltd. Trainer/assessor staff in particular should have a clear understanding of this policy and procedure so that they can ensure students are aware of this process.

**Authorising officer:**

**Date:**

**Review date:**

This policy to be reviewed twelve (12) months from this date.

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## **Procedure**

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### **Definitions:**

Complaints and appeals may include, but are not limited to, academic matters, discrimination, complaints related to access and conditions, and complaints related to training/assessment or support services or provision of Company facilities.

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1. If a complaint or appeal cannot be resolved informally, learner/candidates who are dissatisfied with any academic decisions, or procedural issues should submit in writing their complaint or appeal to the Director within twenty (20) working days of the issue or the assessment.
2. The Director will instigate an investigation within ten (10) days.
  - a. A person or body internal to Crumps International Pty Ltd will be appointed to hear complaints or appeals.
  - b. Each complainant or appellant has an opportunity to formally present his or her case at minimal or no cost to him or herself.
  - c. Each party may be accompanied and assisted by a support person at any relevant meetings.
3. The complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcome.
4. The complaint and the outcome will be recorded on the Complaints and Appeals Register, and a copy of the complaint or appeal will be filed together with the register.
5. If the student is not satisfied with the result or conduct of the internal complaint handling and appeals process, Crumps International Pty Ltd will advise the student of his or her right to access the external appeals process at minimal or no cost.
6. Crumps International Pty Ltd will make arrangements for a person or body independent of and external to Crumps International Pty Ltd to hear complaints or appeals arising from Crumps International Pty Ltd's internal complaints and appeals process or refer students to an existing body where that body is appropriate for the complaint or appeal.

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7. If the student chooses to access Crumps International Pty Ltd's complaints and appeals processes as per this policy and standard 8 of the National Code 2007, Crumps International Pty Ltd will maintain the student's enrolment while the complaints and appeals process is ongoing
8. If the internal or any external complaint handling or appeal process results in a decision that supports the student, Crumps International Pty Ltd will immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome. A copy of the appeal or complaint, together with a copy of the outcome supplied will be attached to the Complaints and Appeals Register.
9. An overseas student may contact the Chief Executive (of the Department of Education and the Arts) if the student is concerned about the conduct of the registered provider; and the Chief Executive may, under part 2, division 2 of the Education(Overseas Students) Act 1996, suspend or cancel the registration of a provider or course.
10. The dispute resolution process described in this policy does not prevent an overseas student from exercising the student's right to other legal remedies.
11. A copy of this policy is to be given to a student by the Agent supplying initial marketing information and before a contract is entered into or an amount is paid, whichever happens first. A copy of this policy is also included in the International Student Enrolment Form, before signature is required from a student. Again, a copy of this policy is included in the International Student Handbook which is given to a student at orientation, within 7 days after a student starts attending his/her course.

## **References**

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Complaints /Appeals Register – Form 116.1  
International Student Handbook – Form 101.1  
Staff Handbook – Form 102.1  
The National Code 2007

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**Date:**

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