

<b>Regulations and standards</b>	National Code Std 10 RTO standards 6.1-6.5
<b>Policy</b>	<p>At Imagine Education Australia, we always try to give you top quality teaching and personal care. If you are not happy with any aspect of your course, or the care you are receiving, we want to know. Don't worry if your English is not so good. We will give you every help with your enquiry.</p> <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>What to do if you have a problem: If you have a problem (grievance) 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 appointment with the General Manager. If these people cannot help you with your problem, they will arrange for you to see the College Principal.</p> <p><b>Your right to Appeal (Internal Appeals)</b></p> <p>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.</p> <p><b>Your Right to Access an External Complaints and Appeals Body.</b></p> <p>If your grievance 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. All complaints must be made in writing.</p> <p>Nominating a support person: International students may nominate a support person to accompany them at any stage of the dispute resolution process. 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.</p>

**For International Students on Student Visas:** If you wish to lodge an external appeal or complain about this decision, you can contact the Overseas Students Ombudsman. The Overseas Students 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 Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) 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.

STUDENT GRIEVANCE (INTERNAL COMPLAINTS AND APPEALS) POLICY

Purpose

*To provide a fair, equitable, confidential and timely process for managing grievances lodged by domestic and international students of Imagine Education Australia.*

Policy

Imagine Education Australia recognizes that all students have the right to lodge a grievance where they consider there are genuine grounds for doing so, and will address all grievances and complaints in a fair, equitable, confidential and timely manner, incorporating conflict management principles into all grievance processes.

The Imagine Education Australia Grievance and Dispute Resolution Policy and Procedure will be issued to all students prior to enrolment or before a contract is entered into, and again at orientation, or within 7 days of commencement of the course. All Imagine Education Australia employees will, in the course of their duties, refer any complainant to this document.

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 grievances is easily accessible to students and not unduly complex. Teachers will be fully aware of the grievance 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.

Grievances will be processed in an appropriate timeframe and details kept confidential in accordance with the Privacy Act. All grievance interviews will

	<p>be minuted. Disclosure of information will only occur if the grievance 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 Grievance Register, where hard copies of documentation will be filed along with a summary of all grievances. Copies of relevant documents will also be kept on the student's file.</p> <p>If an international student lodges a grievance, the student will be referred to the Student Liaison Officer 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>The Director-General of the Department of Education has the power to suspend or cancel the registration of Imagine Education Australia or a course if a breach of the requirements of registration provision is proved.</p> <p>The dispute resolution process does not prevent a student from exercising the student's right to other legal remedies. If a decision is made by Imagine Education Australia and the student is not satisfied with the grievance decision, they may appeal the decision.</p>
<p><b>Procedure</b></p>	<p><b>Procedure</b></p> <ol style="list-style-type: none"> <li>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.</li> <li>2 If the issue remains unresolved, notify Imagine Education Australia in writing of the grievance within 14 days after the discussion.</li> <li>3 The Chief Executive Officer sends a Receipt of Grievance Letter to the student within 7 days. The student will be advised in the letter that the Student Liaison Officer will be available to manage their needs should assistance be required.</li> <li>4 Grievance details are recorded in the Grievance Register.</li> </ol>

	<p>5 The student is offered an interview within 10 working days of receipt of the grievance, and the choice of having their own witness present.</p> <p>6 The Chief Executive Officer reviews the grievance and arranges for a suitable Imagine Education Australia representative and witness to attend the grievance interview.</p> <p>7 The interview takes place and proceedings are minuted. The student receives a written statement of the outcome, including the reasons behind the outcome.</p> <p>8 If the grievance is resolved at the interview, agreed action is taken and a confirmation letter sent to the student.</p> <p>9 Associated documentation is filed in the students file and in the Grievance Register, and in PRISMS for international students, and agreed action taken.</p> <p>10 If the grievance is not resolved internally, and the student wishes to take the matter further, within 10 working days of concluding the internal review, Imagine Education Australia will advise the student of the contact details of the Overseas Students Ombudsman (ph 1300 362 072 ) 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.</p> <p>11 Further interviews take place as required until the matter is resolved.</p> <p>12. 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.</p> <p>13 Once resolved associated documentation is filed in the students file and in the Grievance 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 grievance 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.</p>
<b>Reviewed</b>	Annually (15/06/2021)



<b>Version</b>	Version 3.8
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