

COMPLAINTS AND APPEALS POLICY

Ref:Student\Enrolment Pack\Complaints and Appeals Policy 2016
Version 8/2016

The Rabbinical College of Australia & NZ will address each student complaint or appeal in a punctual and efficient manner, in order to maintain a high level of student satisfaction.

PROCEDURE

1. The principles of natural justice and procedural fairness will be adopted at every stage of the complaint and appeal process by: informing those involved of the allegations, providing those involved an opportunity to present their side of the matter, and operating in a fair and unbiased way.
2. The Complaints and Appeals Policy will be publicly available and posted on the college's website.
3. Learners will be informed of the Complaints and Appeals policy/procedure prior to their enrolment via a link included in their Enrolment Packs.
4. Each student complaint or appeal will be addressed punctually (within 5 business days), with a view to ensuring the satisfaction of all parties with the outcome.
5. Initially, an informal resolution to the problem will be sought through discussions between the student and the trainer/assessor, staff member, fellow student or representative of any third party contracted to provide services on behalf of the Rabbinical College. If a student feels uncomfortable dealing with the staff member involved, the matter may be raised with any other staff member.
6. If informal resolution is not successful, the complaint or appeal should be submitted in writing to the Executive Director. Receipt of the complaint or appeal will be acknowledged in writing.
7. The Executive Director shall then redirect the matter to a college Executive member in writing to raise the problem before the committee for their consideration and decision. The complainant may present their case before the Executive and may be assisted by a support person of their own choice.
8. If the complaint or appeal is still unable to be resolved, arrangements are in place for the complainant to bring the matter for review before CMA of 72 River St, South Yarra, an independent dispute resolution, mediation/conciliation service. A nominee of the student may be included if the student so chooses.
9. The complainant will be informed in writing of the outcomes within seven business days of the hearing. Where more than 60 calendar days have been required to process the complaint/appeal, the complainant/appellant will be advised in writing of the reasons and will be regularly updated in writing.
10. As a last resort, Australian students may access the National Training Complaints Hotline on 133 873. Overseas students may access the Overseas Students Ombudsman on 1300 362 072.

11. The College will act promptly to address the subject of any complaint or appeal, which is found to be substantiated and will attempt to finalise the matter as soon as practicable.
12. This Complaints and Appeals Policy applies to the Rabbinical College (the Registered Training Organisation), its staff, fellow students and any third parties involved in the operation of the college. This also applies to third parties delivering or assessing the course on behalf of the Rabbinical College (please note that this is not applicable at present as there are no third parties contracted to deliver or assess the course on behalf of the college.)
13. Complaints and appeals include requests for a review of decisions, including assessment decisions.
14. Complaints and appeals documentation will be used to identify potential causes of complaints and appeals. Appropriate corrective action will be taken to eliminate or mitigate the likelihood of reoccurrence.