



COMPLAINTS AND APPEALS POLICY AND PROCEDURE

(INTERNATIONAL STUDENT)

Riverdale Institute (Riverdale) aims to resolve complaints honestly, fairly and without bias and in an easily accessible manner which is inexpensive to the parties involved. This policy/procedure supports 'Standard 10 – Student Support Services' of the 'National Code of Practice 2018 for Providers of Education & Training to Overseas Students', which states:

The registered provider must:

- have and implement a documented internal complaint handling and appeals policy and process
- if the overseas student is not satisfied with the outcome of the internal complaints and appeals process, advise an overseas student within 10 working days of their right to access an external appeals process and provide contact details and
- immediately implement any decision or recommendation in favour of the overseas student through the internal or external appeals process.

This policy and procedure supports the Standard for Registered Training Organizations Standard 6 Clause 6.1 - 6.6 in providing a process for complaints and appeals to be heard and actioned.

This policy/procedure also supports clauses 5.2d of chapter 2 – Each learner is properly informed and protected, where prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

The RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.

SCOPE

This policy applies to all current, prospective and previous students and other stakeholders of Riverdale.

POLICY

Riverdale is dedicated to providing excellent services and to maintaining a friendly relationship at all levels. Riverdale is committed to maintaining compliance with all regulatory, legislative and contractual requirements and has a Complaints and Appeals Policy to ensure all complaints and appeals are handled as efficiently and effectively as possible. All complaints and appeals are to be actioned within 60 calendar days of receipt. As a student with us, you are entitled to make an appeal on an assessment decision within 20 working days. The following outlines our policy and procedures for the handling of verbal and written complaints and appeals.

Our Responsibilities to you if you have a complaint or appeal:

- Take all grievances, complaints and appeals seriously
- To provide all students an efficient, fair and structured mechanism for handling complaints and appeals
- Act upon the subject of any grievances, complaint or appeal found to be substantiated
- To provide our prospective Students with access to the complaints and appeals process before making an agreement to enrol, including those students with any disabilities or special needs
- Formal complaints and appeals can be written or verbal, if verbal, a staff member will document the complaint or appeal and either the complainant or assisting staff member must sign-off the Complaints and Appeals Form

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- Commence action within 10 working days of receipt of the complaint or appeal
- Handle all grievances, complaints and appeals professionally and confidentially in order to achieve a satisfactory resolution
- To keep the complainant or appellant informed about the progress of their complaint or appeal and the expected timeframe for resolution
- To resolve the complaint or appeal as soon as possible
- To review complaints and appeals so that we can improve our service
- To maintain the student's enrolment whilst an internal complaint or appeal is in progress and the outcome has not been determined
- Provide details of external authorities' complainant may approach, if required

Riverdale will ensure the following:

- Riverdale will give overseas students the contact details of the appropriate external complaints handling and appeals body (the Overseas Student Ombudsman (OSO), for private providers (except for issues of broader educational quality))
- Riverdale will make specific arrangements for independent review of complaints about issues not covered by the Australian Competition and Consumer Commission (ACCC) or the OSO.
- Riverdale will make it clear to students that the external appeals process is to consider whether the registered provider has followed its policies and procedures, rather than make a decision in place of the institution. For example, if an overseas student appeals against his or her subject results and goes through the registered provider's internal appeals process, the external appeals process would look at the way in which the internal appeal was conducted; it would not make a determination as to what the subject result should be.
- Riverdale will report an overseas student for unsatisfactory course progress in PRISMS after:
 - the internal and external complaints processes have been completed and the breach has been upheld
 - the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period
 - the overseas student has chosen not to access the external complaints and appeals process
 - or
 - the overseas student withdraws from the internal or external appeals process, by notifying the registered provider in writing.

When an external appeals process has been completed, Riverdale will immediately implement the decision or recommendations and/or take the preventative or corrective action required by the outcomes of the external complaints handling or appeals process and notify the overseas student of the outcome.

DEFINITIONS

Complaint can be defined as a person's expression of dissatisfaction with any aspect of Riverdale's services and activities, including both academic and non-academic matters.

Examples of complaints would be where a member of the public or a student considers that there has been:

- Harassment, bias or unfair discrimination
- Dissatisfaction about the enrolment, induction/orientation process, dealings with RI's education agents
- Dissatisfaction about the quality of education provided
- Academic issues, including student progress, assessment, curriculum and awards in a VET course of study
- Unauthorised handling of personal information and access to personal records

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- Failure to provide a service at the right time or to the standard expected of the service
- Dissatisfaction in answering a query or responding to a request for a service
- Failure to follow Riverdale's agreed policy, or procedures
- Failure to take proper account of relevant matters in coming to a decision
- Discourteous or dishonest behaviour by a member of staff

If you are dissatisfied or have concerns about the standard of service, actions, or lack of action by Riverdale or its staff, we have a formal complaints procedure.

An appeal is where a member of the public or student seeks a review of the decision made by Riverdale. An appeal could relate to:

- Any decisions made in relation to a complaint outcome
- Any decisions made in relation to a refund application
- Any decisions made in relation to an academic decision, for example, about admission (or re-enrolment) to study, an assessment, a certificate, progression within a course of study or termination of study, etc.

Our service standard is to contact the complainant within 5 business days to acknowledge in writing receipt of their complaint/appeal.

Appellant(s) is/are the person(s) lodging an appeal to the outcome of a complaint or grievance.

Complainant(s) is/are the person(s) lodging the complaints or grievance.

Grievance is a concern about academic matters, perceived discrimination, a situation, a process, a person or people, a facility or a support service provided by RTO, which the student brings to the attention of the RTO in an informal way, i.e., it is spoken about, not written down.

Respondent is/are the person(s) against whom the complaints or grievance has been made.

External Appeal: Overseas Student Ombudsman

Website: <http://www.ombudsman.gov.au>

Call: 1300 362 072* (within Australia) Call +61 2 6276 0111. (Outside Australia) Online Form

Email: ombudsman@ombudsman.gov.au

Post: GPO Box 442, Canberra ACT 2601

Formal Complaint: Means a Formal Complaint managed under the Complaint and appeal Procedure.

Informal Complaint: Means an Informal Complaint managed under Complaint and appeal Procedure.

Internal Appeal: An appeal to a Staff member at Riverdale.

International Student: A person holding an Australian student visa, enrolled in a CRICOS registered course, as a Student of Riverdale.

Party: Means a person lodging an Appeal and the Respondent.

Privacy: Means information protected under The Privacy Act 1988 (the Act).

Procedures: Means Institutes Procedures published on Riverdale's website and in the student Handbook.

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Respondent: A person who must respond to the Appeal on behalf of the Riverdale.

Staff: Any person who is an employee/contractor/representative of Riverdale at the time of the Complaint.

Student: Any person enrolled as a student of Riverdale.

Support Person: Means an observer (who is not legally trained) who accompanies a Party during a Complaint.

PROCEDURES

General Process

- The Complaints and Appeals policy & procedure, and forms are made available to all students and other stakeholders by directly contacting Riverdale, through Riverdale's website, and Student handbook
- Where possible all informal attempts shall be made to resolve the issue (Informal Complaint). This may include advice, discussions, meeting with the student or stakeholder, emails, and general mediation in relation to the issue
- Any staff member can be involved in this informal process to resolve issues but once a student/or other stakeholder/or anyone has placed a formal complaint / appeal, the following procedures must be followed
- Any student, potential student, employee or third party may submit a formal complaint to Riverdale 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.
- 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 authorized by the Chief Executive Officer (CEO).
- Any person wishing to submit a formal complaint or appeal can do so by completing the Complaints and Appeals Form and state their case providing as many details as possible. This form can be obtained by contacting Administration staff at Riverdale, or through the Riverdale website.
 - As per policy, complaints are to be made in writing by the complainant.
 - Riverdale should review all complaints upon receipt.
 - Acknowledge receipt of complaint in writing by sending a letter or email to the complainant
 - Record details of the complaint on the Complaints and Appeals Register
- Once a complaint or appeal is received and checked, it should be forwarded to the appropriate personnel for review
- There will be no charge to the complainant or appellant for the lodgement or presentation of their case. Incidental expenses for attending Riverdale offices to lodge the document or attend a meeting or any charges incurred (e.g., telephone) will NOT be reimbursed
- All complainants and appellants must be given the opportunity to formally present their case and to be accompanied by a friend or third party to support them (and if language is an issue, to help them present their case). Any payments to accompany the friend/third party will be made by complainants or appellants
- The Review Personnel may gather evidence and constitute a review committee as they see fit
- This process must be completed within 60 working days of the lodgement of the complaint or appeal (and receipt of all supporting evidence)
- If further evidence is requested, then the Review Personnel must communicate with the complainant or appellant as soon as possible and within 5 working days of asking for evidence, it should be submitted. The complainant must be kept informed all times

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- The process will be put on hold until the evidence is received
- The decision will be advised in a written response to the complainant or appellant.
- In case of complaint if the complainant is not happy with the decision they may appeal. That appeal is on the fairness and objectivity of the decision
- All documentation relating to a formal complaint or appeal MUST be recorded on the student file. This must include the initial form, supporting evidence, meeting minutes, copy of correspondence with all concerned parties. This information will be kept confidentially and stored securely for 7 years
- Documentation of all complaints and appeals and their outcomes is securely maintained. Potential causes of complaints and appeals are identified and Riverdale takes appropriate corrective actions to eliminate or mitigate the likelihood of reoccurrence
- All formal complaints or appeals must be logged in the Complaints and Appeals Register

A complaint or appeal is a learning opportunity for Riverdale. The outcome will be seen as an input to the continuous improvement process. Any decisions that support students will be immediately implemented.

Detailed Process

Complaints may be made in relation to any of Riverdale's services and activities such as:

- The application and enrolment process
- Marketing information
- The quality of training and assessment provided
- Training and assessment matters, including course progress, student support and assessment requirements
- Student amenities and facilities
- Discrimination
- Sexual harassment
- The way someone has been treated
- The actions of another student
- Other issues that may arise

Appeals can be made to request that a decision made by Riverdale be reviewed. Decisions may have been about:

- Course admissions
- Refund assessments
- Response to a complaint
- Assessment outcomes / results
- Other general decisions made by Riverdale

Riverdale is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias and which follows the principles of natural justice. Through this policy and procedure, Riverdale ensures that complaints and appeals:

- Are responded to in a consistent and transparent manner
- Are responded to promptly, objectively, with sensitivity and confidentiality
- Are able to be made at no cost to the individual
- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement

Where possible, all informal attempts shall be made to resolve the issue (Informal Compliant). This may include advice, discussions, meeting with the complainant, emails and general mediation in

relation to the issue. Any staff member can be involved in this informal process to resolve issues, but once a complainant has placed a formal complaint / appeal, the following procedures must be followed.

If a complainant is uncomfortable in speaking directly to the person involved or the informal process does not resolve the issue to the complainant's satisfaction, the formal process as described later on in this document should be followed.

Where a student is unhappy with the outcome of an assessment decision, this will be dealt with under internal appeals. Please refer to Assessment appeals in the Appeals section.

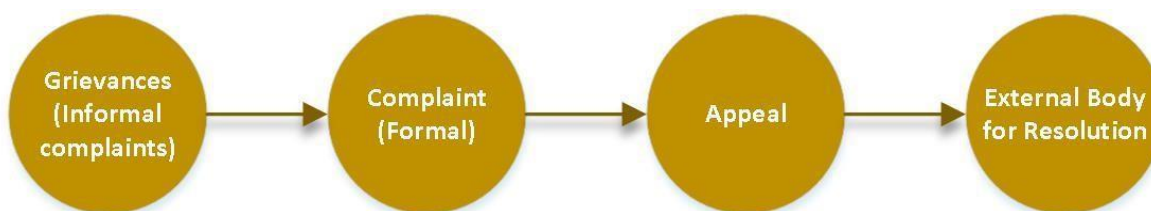
Riverdale will reduce complaints through:

- providing excellent ongoing service
- addressing complaints quickly and fairly
- making sure a similar kind of complaint/incident does not occur again

When a complainant has a genuine complaint, Riverdale may:

- thank them for raising the matter
- treat them with genuine empathy, courtesy, patience, honesty and fairness
- respond to the complaint quickly
- tell the complainant how Riverdale will handle it and when to expect a response
- speak to the complainant in person

Diagram of the Different Steps/ Procedures in the complaints management process:



Informal Complaint

- Students / potential students / stakeholders are encouraged, wherever possible, to resolve grievances directly with the person(s) concerned. For example: if the issue concerns an academic matter, the complainant should talk honestly to the trainer through the Student Support Staff about his/her concerns. Issues about fees should be discussed in the first instance with the Accounts Department.
- Any student with a question or complaint may raise the matter with Riverdale's Student Support staff and attempt an informal resolution of the question or complaint. This can be done online, by telephone or, face-to-face
- Questions or complaints dealt with in this way do not become part of the formal complaint process and will not be formally documented, recorded or reported on unless the staff member involved determines that the issue, question or complaint was relevant to the wider operation of Riverdale
- If the student / potential student / stakeholder has attempted to resolve the issue directly but is not satisfied with the outcome or does not wish to approach the person(s) concerned directly, then he/she may discuss the issue with the Administration Manager. In the case of a face-to-face meeting, he/she may be accompanied or assisted by a support person
- The Administration manager/designated officer will consider the issue and may either suggest a course of action to resolve the issue or attempt to mediate between the complainant and the person(s) concerned

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- Within ten (60) days of receiving the grievance, the Administration manager will provide the complainant and any other person(s) directly concerned, with a written report summarising the actions that were taken, or will be taken, to resolve the issue
- If the complainant is not satisfied with the outcome, a formal complaint can be lodged under this policy

Formal Complaint

- Students or any other stakeholders who are not satisfied with the outcome of the informal process, or, who want to register a formal complaint may do so
- To register a formal complaint, a student must complete the Complaints and Appeals Form and contact the Student Support Staff to arrange a meeting with Administration manager, or in the case where the Administration manager is not available a nominated person
- Once a formal complaint is received it will be entered into the Complaints and Appeals Register and written acknowledgment will be sent to the complainant. The information to be contained and updated within the register is as follows:
 - The name of the complainant
 - Date of the complaint
 - Type of complaint
 - Name of investigating officer / department assigned to deal with the complaint
 - Response from those involved in the allegations
 - Analysis of the matter
 - Outcome of complaint
 - Action recommended to address systemic issues (if any)
 - Time taken to investigate complaint
 - Complainant satisfaction with the outcome
- There is no cost for the complaints process unless it is referred to a third party
- Complainants have the right to access advice, support, or assistance 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
- At the stage of the complaint meeting (if required), the complaint must be recorded in writing and signed and dated. The complaint is recorded in writing by completing the Complaints and Appeals Form prior to the meeting or a new document can be prepared and signed during the meeting
- The Administration manager will then refer the matter to the appropriate staff members to resolve, or decide on the complaint within 30 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint
- Where a decision is expected to take longer than 60 days, Riverdale will advise the student/complainant in writing of the delay and including the reasons for the delay. Thereafter the student/ complainant will be provided with weekly updates in writing of the progress of the complaint
- Weekly updates to both complainant and appellant will be provided by the Administration manager.
- If decision is taking more than 60 days, the matter can be forwarded to an external complaints resolution organisation as well for resolution
- At the end of the resolution phase, the Student Support Staff will report Riverdale's decision to the complainant in writing. The decision and reasons for the decision will be documented by the Administration manager and will update the records accordingly
- Following the resolution phase, Riverdale must implement the decision as conveyed to the complainant. Riverdale will immediately implement any decision and/or corrective and preventative actions that are required

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- Where the formal complaint process does not find in favour of the complainant, he/she will be notified that they have the right of appeal. He/she may institute internal appeals process by completing the Complaints and Appeals Form.
- If the student is not successful in the internal complaints handling and appeals process, RI will advise the student within 10 working days of concluding the internal review of the overseas student's right to access an external complaint handling and appeals process.
- To appeal a decision, Riverdale must receive, in writing, grounds of the appeal within 10 days of the date of the notice of the decision
- Copies of all documentation, outcomes and further action required will be placed on the Complaints and Appeals Register by the Administration manager or representative and also in the student's file, in case of student as complainant
- Riverdale will ensure that the investigation process is impartial and encompasses the Principles of Natural Justice. No assumptions will be made, nor any action be taken until all relevant information has been collected and considered
- There will be no victimisation against anyone who makes a complaint
- Nothing in this procedure inhibits complainant's rights to pursue other legal remedies. Complainants are entitled to resolve any dispute by exercising their rights to other legal remedies. Complainants wishing to take this course of action are advised to:
 - Contact a solicitor; or
 - Contact Victoria Legal Aid (<https://www.legalaid.vic.gov.au>) at 1300 792 387
 - Contact the Federation of Community legal centres on <https://www.fclc.org.au>

Internal Appeals

- All students and stakeholders have the right to appeal decisions made by Riverdale where reasonable grounds can be established. The areas in which a student or stakeholder may appeal a decision made by Riverdale may include:
 - Any conclusion/decision that is made after a complaint has been dealt with by Riverdale in the first instance as described in the complaints process above. This is referred to as general appeals and internal appeals
 - Assessments decisions as set out below (assessment appeals)
- To activate the appeals process, the appellant must complete a Complaints and Appeals Form that is to include a summary of the grounds the appeal is based upon. The reason the appellant feels the decision is unfair, is to be clearly explained and help and support with this process can be gained from Riverdale staff
- Where an appellant has appealed a decision or the outcome of a formal complaint, he/she is required to notify Riverdale in writing within 10 working days of the grounds of her/his appeal. Any supporting documentation should also be attached to the appeal
- A Riverdale representative must record the details in the Complaints and Appeals Register
- The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged in writing
- The Administration manager or a nominee appointed by Administration manager/CEO will be notified and will seek details regarding the initial documentation of the appeal and make a decision based on the grounds of the appeal
- The appellant will be notified in writing of the outcome with reasons for the decisions, and the Complaints and Appeals Register updated. Particularly the appellant will also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The appellant is required to notify Riverdale if they wish to proceed with the external appeals process
- The Administration manager ensures Riverdale acts on any substantiated appeal, determines the validity of the appeal and organises a meeting with all parties involved in the matter and attempts to seek resolution where appropriate
- Where students wish to appeal an assessment or RPL, they are required to notify their Trainer / Assessor in the first instance. Where appropriate their Assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The Assessor shall complete a written

report regarding the re-assessment outlining the reasons why re-assessment was - or was not - granted

- If this is still not to the student's satisfaction, the student may formally lodge an appeal. They will lodge this with the Administration manager, or a nominee and the appeal will be entered in the Complaints and Appeals Register
- The Administration manager will be notified and will seek details from the Assessor involved and any other relevant parties. A decision will be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a third party. The third party will be another Trainer/Assessor appointed by Riverdale
- The student will be notified in writing of the outcome with reasons for the decision, and the Complaints and Appeals Register will be updated. The student will also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify Riverdale if they wish to proceed with the external appeals process
- We recognise the right of individuals to approach an external agency if the formal complaint or internal appeal has not resolved the issue to their satisfaction
- The student's enrolment must be maintained whilst an appeal is in progress and the outcome has not been determined
- A maximum time of 60 calendar days from the commencement of the appeal resolution phase will be allowed for the appeal resolution unless all parties agree in writing to extend this time

External Appeals

- If not satisfied with the internal appeal processes, the complainant / appellant may request that the matter be further reviewed by an external dispute resolution process.
- The details of these external bodies are as follows:

Complainant/Appellant can refer to Mediation Victoria on the following link:

<http://www.mediationvictoria.com.au>

or the Victorian Ombudsman

<https://www.ombudsman.vic.gov.au>

- The division of the expenses associated with the mediation e.g., mediator's fee, room hire and possibly travel expenses are to be shared equally between Riverdale and the complainant / appellant
- Riverdale will immediately implement recommendations arising from the external review within at least 10 working days of the receipt of the recommendations
- If a student or stakeholder are still dissatisfied with the decision of Riverdale, they may wish to seek advice or make a complaint about Riverdale to ASQA directly. If, after Riverdale's internal complaints and appeals processes have been completed, and they still believe Riverdale is breaching or has breached its legal requirements, they can submit a complaint to ASQA by completing the "The Complaint about a training organisation operating under ASQA's jurisdiction" form. While ASQA will not be able to act as their advocate, the lodgement of their complaint will inform ASQA's risk assessment of Riverdale and a complaint audit may be conducted.
- Contact details for ASQA are:
Australian Skills Quality Authority
- Melbourne - Level 6, 595 Collins Street
Telephone: 1300 701 801
Email: complaintsteam@asqa.gov.au
Website: www.asqa.gov.au

Overseas Students Ombudsman (OSO)

The Overseas Students Ombudsman investigates complaints about problems that overseas students have encountered

The Ombudsman:

- provides a free service
- is independent and impartial, and does not represent either overseas students or private education providers
- can make recommendations arising out of investigations
- is a function of the Commonwealth Ombudsman

The Ombudsman can only investigate a complaint if:

- it relates to a private education provider registered with the Australian Government on the Commonwealth Register of Institutions and Courses for Overseas students (CRICOS)
- the problem relates to an overseas student who is already studying in Australia on a student visa or is intending to come to Australia soon

The Ombudsman cannot investigate a complaint if:

- it relates to a public or government education provider. These complaints can be directed to the Ombudsman for your state or territory.

The Ombudsman may also decide not to investigate complaints if:

- the complaint has not first been raised with the education provider. Another organisation is better able to help.

Apply for External Review

This is the process to be followed if a student is not satisfied with the outcome of an internal complaint or appeal made by them and/or they wish to make an external complaint for independent review.

Online

A student can make a complaint online by visiting the website and completing the online form:

<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form>

Telephone

Students can contact OSO by telephone, 9am to 5pm Monday to Friday, Australian Eastern Standard Time (AEST). In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates). Outside Australia, call +61 2 6276 0111.

Using an interpreter

If a student wants to make a complaint in their own language, they can call the Translating and Interpreting Service (TIS) in Australia on 131 450, outside Australia call +61 3 9203 4027. OSO will pay for the interpreter.

Deaf, hearing or sight impaired

Contact OSO via the National Relay Service. Teletypewriter (TTY) users' phone 133 677 and then ask for 1300 362 072. Speak and Listen users' phone 1300 555 727 and then ask for 1300 362 072. Internet Relay users connect to the National Relay Service www.iprelay.com.au and then ask for 1300 362 072

Mail

You can write a letter and post it to:

Overseas Students Ombudsman GPO Box 442

Canberra ACT 2601

AUSTRALIA

OSO External Complaints Process – Post Student Application

When a complaint is received, an assessment is first made about whether it is an issue that the Ombudsman can investigate. In some cases, the Ombudsman may decide not to investigate a complaint.

This might be because:

- the student has not complained to the education provider first, or
- another organisation is better able to deal with the complaint

If a decision is made to investigate a complaint, the Ombudsman will ask the education provider about the problem. The Ombudsman may request relevant documents, or information such as student records from the provider.

The Ombudsman can use formal powers to obtain documents from the provider. The Ombudsman also has the power to enter premises or require a provider to answer questions as part of an investigation.

Standard 8.4 of the Code requires that the registered provider must maintain the student's enrolment while the complaints and appeals process is ongoing. This means that the provider must maintain the student's enrolment (i.e. not report the student for unsatisfactory progress or attendance) until the external complaints process is complete and has supported the provider's decision to report.

The Ombudsman will notify the provider when it commences an external complaint and appeal process and when this process is completed. However, if the student lodges an external appeal outside the provider's stated timeframe for reply, then RIVERDALE has the right to report the student.

The provisions of standard 8.5 also still apply, which means that if the Ombudsman's investigation results in a decision that supports the student, the RIVERDALE must immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

Outline of Fees

The Overseas Students Ombudsman's services are free.

Outcomes of the decision

At the end of an investigation the Ombudsman may conclude that the provider has not acted unreasonably and will advise the student and the provider of this decision.

In other cases, the Ombudsman may conclude that the provider failed to take appropriate action, or the action appears to have been:

- contrary to law
- unreasonable, unjust, oppressive, or improperly discriminatory or
- otherwise, in all the circumstances, wrong

Where that happens, the Ombudsman may recommend that a provider remedy the problem for example by:

- apologising to a student
- reconsidering a decision affecting a student
- providing a refund
- providing clearer information or
- changing a policy or procedure.

Education providers are given an opportunity to comment on any recommendations made by the Ombudsman. Providers will be asked to detail how the recommendations will be implemented, and the Ombudsman will follow up to see that this has occurred.

If the Ombudsman finds evidence which suggests misconduct, the Ombudsman can notify the provider's principal executive officer.

Education providers are expected to comply with Ombudsman recommendations unless they have good reasons for not doing so. Education providers have an opportunity to give these reasons to the Ombudsman before an investigation is finalised. If they do not act on the recommendations, the Ombudsman may publish a formal report.

PRINCIPLES OF NATURAL JUSTICE AND PROCEDURAL FAIRNESS

- Riverdale Staff may also use this complaints and appeals process. Riverdale will use all complaints as an opportunity for continuous improvement
- All parties to a complaint or appeal have the opportunity to put their case and have this properly considered
- Any allegation against a Riverdale staff member or member of a subcontractor party is made known to that person and Riverdale will provide an opportunity to present their side of the matter
- Investigations and decisions are made by persons who do not exercise bias
- A complainant/appellant should feel confident that they will not suffer any discrimination as a result of using the complaint or appeal process
- Confidentiality shall be maintained, only the people that need to be directly involved in the complaint or appeal process will be made aware of it
- All the information regarding this policy can also be found:
 - On the Riverdale website
 - In the Student Handbook
 - In the Staff Handbook.
- The complainant / appellant can be supported or accompanied by an independent person or friend during the complaints and appeals process
- It is normal Riverdale policy that whilst a student is going through any formal complaint or appeals process, the student remains enrolled at Riverdale and continues their studies and assessments in the normal way. It should be noted that if the complaint or appeal has resulted in the student being suspended or excluded due to a breach of the Student Code of Conduct, then the suspension or exclusion shall continue until either it has expired, or the result of the complaint or appeal is decided in the student's favour

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- Riverdale has a fair and transparent informal and formal complaints and appeals process, but should the complainant / appellant require it, access is available to an independent mediator who can review the complaint and/or appeals process

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NOTE: If the outcome is in the appellant's favour, then Riverdale will implement any changes recommended by the adjudicator immediately and advise the appellant of the outcome and actions taken.

RESPONSIBILITIES

- CEO with Training and compliance team has overall responsibility for this policy.
- Administration manager conducting investigation into all formal complaints.
- Student Support Services will assist stakeholders at every phase, as required.