

Complaints and Appeals Fact Sheet

Navitas College of Public Safety is committed to delivering quality services that respond to the needs of our clients. To help us achieve this, we encourage your feedback on our services.

Sometimes this feedback may be an expression of dissatisfaction about a service, procedure or policy. We will try to resolve your concern as quickly and as informally as possible. However, if we are unable to resolve the issue to your satisfaction you may choose to lodge a formal complaint.

Our complaint process aims to be:

- fair
- timely
- easy to use
- confidential

Most importantly, your feedback can help us improve the services we offer.

What is a complaint?

A complaint is an expression of dissatisfaction about a service, procedure, practice or policy that is not resolved at the point of service.

What can I complain about?

You can complain about a range of issues including:

- the quality of service we provide
- our policies and how they are applied
- an administrative decision
- the conduct of our staff

What matters are not covered by this complaint process?

- Policies and rules made by government regulators about student responsibilities such as maximum 20 hours work during study periods for international students.
- Judicial or Tribunal decisions.
- Decisions made outside this organisation that influence the way we do business or conduct a course such as Course Progress policies.

How can we help you to resolve your complaint?

We encourage you to play an active role in the resolution of your complaint by:

- outlining your complaint as clearly and as accurately as possible
- providing any supporting documentation that may help us resolve your complaint
- treating our staff with courtesy and respect

Do I have to lodge my complaint in writing?

We encourage you to lodge your complaint in writing, however if you are unable to do this our staff will take all reasonable steps to assist you.

Where can I get a copy of the Complaint Form?

The Client Complaint Form is available on our website www.ncps.edu.au. If you have trouble accessing the internet, please contact our office on (03) 8327 2600 and one of our staff will send you a copy.

Where do I send my complaint?

College Director
Navitas College of Public Safety
PO Box 12302
A'Beckett Street Post Office
Melbourne VIC 8006

Phone: (03) 8327 2600

Email: complaints@ncps.edu.au

What happens once I lodge my complaint?

Your complaint will be referred to the relevant division of the College. If you are a higher education student your complaint will go the Registrar. If you are completing a vocational course your complaint will go to the Training Manager. If your complaint involves either the Registrar or Training Manager, your complaint will be managed by the College Director.

In all these circumstances the person will investigate your complaint and contact you about the outcome. During the investigation process you may be contacted to discuss your complaint or request further information.

In some circumstances your complaint may be referred to a special panel such as the Academic Council.

How long will it take?

We must commence investigating your complaint within 5 working days.

Standard complaints will be resolved within 20 working days. However, more complex complaints may take longer to resolve. In these cases our policy allows up to 45 working days to resolve your complaint. You will receive regular progress reports until the investigation is completed.

What are the steps involved?

The following is a guide only and may be modified to facilitate a particular course of action in the interests of the parties:

1. Lodge the complaint
2. Decision is made to attempt resolve the complaint 'informally' or 'formally'

3. Appropriate action is taken and you are advised in writing of the outcome – you will be asked to formally acknowledge whether you are satisfied or not
4. If you are not satisfied you are able to appeal to:
 - NCPS Academic Council or Grievance Committee
 - ACPET (National Code complaints)
 - Administrative Appeals Tribunal (FEE-HELP complaints)
 - State education regulator

What about my privacy?

Any personal information you supply (such as your name, address, telephone number) will only be used by us to investigate your complaint and communicate the outcomes to you. We will only disclose your information to those areas within the business that may have information relevant to your complaint so that it can be managed fairly.

None of the information provided will be disclosed outside of the business without your permission, unless we are required to do so by law.

What if I change my mind?

You may withdraw your complaint at any time and we will cease the investigation.

What if I'm still not satisfied?

International Students

International students may request an external review through the Australian Council for Private Education and Training (ACPET).

The total cost per appeal is AUD\$400. This fee is shared equally between you and NCPS. If you're successful in your appeal AUD\$100 will be refunded.

Email: student.appeals@acpet.edu.au

An independent panel will be assigned to review your file and make decision regarding your complaint.

Further information is available at

www.acpet.edu.au

FEE-HELP

If the complaint relates to FEE-HELP you can apply for a review to the Administrative Appeals Tribunal in your state.

An application fee of \$682 may be required as part of the appeals process.

Further information is available at

www.aat.gov.au

State Regulatory Bodies

If you are still not satisfied you can contact your state education regulator.

	<u>Sector</u>	<u>Contact Details</u>
<u>VIC</u>		
NARA	VET & VET CRICOS	1300 00 6272
VRQA	Higher Education & Higher Education CRICOS	03 9651 3215
<u>NSW</u>		
VETAB	VET & VET CRICOS	02 9244 5335
Higher Education Directorate	Higher Education & Higher Education CRICOS	02 9561 8656
<u>QLD</u>		
NARA	VET	1300 00 6272
Dept of Education & Training	VET & Higher Education CRICOS	07 3225 2442
Office of Higher Education	Higher Education	07 3237 0390

Further action

Nothing in our policy will limit your right to take further action under Australia's consumer protection laws nor does our complaints and appeals policy circumscribe a student's right to pursue other legal remedies.

Where can I get more information?

If you require additional information please make an appointment to speak to the division head or the College Director

Phone: (03) 8327 2600