Complaints and Appeals Policy and Procedure

Purpose

To provide a framework available to students to submit a complaint/grievance or an appeal and also to define the procedure that GET Education Australia follows to resolve the complaint/grievance or appeal.

Scope

This policy applies to all students and staff of GET Education Australia.

Policy

GET Education Australia ensures that students have ready access to a robust and fair complaints and appeals process. These processes are independent, easily and immediately accessible, and inexpensive for the parties involved. This policy establishes the rules under which GET Education Australia must act in response to a student complaint or appeal against a decision made by GET Education Australia.

- GET Education Australia will ensure that students have a clear understanding of the steps involved in the procedure by providing procedural information on the GET Education Australia website and in the student Written Agreement and by explaining the process on the orientation.
- All students submitting a complaint or appeal must be treated fairly, professionally, transparently and without repercussion for making such a complaint or appeal.
- The processing of a complaint or appeal must be commenced within 10 days of it being received by GET Education Australia.
- Students should ideally attempt to resolve a complaint informally prior to lodging a formal complaint.
- In all cases where a formal complaint or grievance is made, GET Education Australia will provide a response to the student.
- In all cases where an outcome has been reached, GET Education Australia will inform the student (in writing) of the outcome of the appeal that clearly explains the reasons for that outcome. GET Education Australia will retain copies of all such written communications, outcomes and reasoning.
- All students attending an appeal panel review are entitled to be accompanied by a support person of their choice.
- In situations where a student's internal appeal has been rejected, the student will be informed of the options available to them outside those offered by GET Education Australia, if they wish to escalate the complaint or appeal beyond the GET Education Australia processes. GET Education Australia will inform students of their options for external appeal within 10-working days of making a decision.