



# TAFE INTERNATIONAL WESTERN AUSTRALIA

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## COMPLAINTS AND APPEALS

TAFE International Western Australia (TIWA) is committed to providing students with a supportive and inclusive learning environment. As part of this commitment, TIWA acknowledges that student complaints may arise from time to time. TIWA recognises that addressing student complaints in a respectful, timely and responsible manner, and at no cost to students; benefits everyone involved and contributes to the continuous improvement of the institute as a whole.

The information below provides a summary of TIWA's Complaints and Appeals Policy for international students. To view TIWA's International Student Complaints and Appeals Policy, go to [www.tafeinternational.wa.edu.au/Documents/policy-complaints-appeals.pdf](http://www.tafeinternational.wa.edu.au/Documents/policy-complaints-appeals.pdf).

### Principles

In handling student complaints and appeals, TIWA is guided by the following principles:

- 1. Access:** students may lodge a Complaint or Appeal with their TAFE College or TIWA, with active assistance about the process provided by the TAFE college and/or TIWA staff.
- 2. Transparency:** TIWA provides clear information about the Complaint and Appeals process to students.
- 3. Fairness:** the Complaints and Appeals process will be fair and impartial; and assessed on merit.
- 4. Confidentiality and Privacy:** details of a Complaint or Appeal, will be known only to those involved in the resolution of the Complaint or the hearing of an Appeal. Information is handled according to privacy laws and other relevant legislation, and reported without identifying parties to the complaint and/or appeal.
- 5. Continuous improvement:** analysis of student Complaints and Appeals will contribute to the continuous improvement of TIWA's policies and practices.

### Process

The four key steps involved in addressing student complaints or appeals are as follows:

#### 1. Informal Complaint

If you have an issue related to your course of study, you should try and resolve the problem by speaking with a staff member in the International Centre at your TAFE college or at TIWA.

*Note: TIWA acknowledges that there may be instances where this step is not appropriate or applicable, for example, if a student does not feel comfortable doing so.*

#### 2. Formal Complaint

If the issue cannot be resolved informally, you should submit a formal complaint to the TAFE college or TIWA for investigation. A staff member at the International Centre of the TAFE college or TIWA, can assist you.

Students will receive a written outcome of their complaint within 10 working days.

If you are not satisfied with the outcome, you may lodge an internal appeal. Details about how to lodge an internal appeal, will be provided in the complaint outcome letter.

*Note: If a complaint is submitted anonymously, an outcome cannot not be provided.*

### 3. Access to Internal Appeal

If an internal appeal is lodged, an independent panel will be convened and will review:

- the original complaint;
- supporting documentation and correspondence in relation to the initial complaint;
- the complaint outcome; and
- any additional information from the student or the college as required.

In some circumstances, you may be asked to meet with the panel to discuss the complaint. You may attend the panel meeting, accompanied by a support person of your choosing.

The internal appeal outcome will be provided to you in writing within 10 working days.

### 4. Access to External Appeal

If you are not satisfied with the process or outcome of the internal appeal, you can lodge an external appeal with the Ombudsman Western Australia:

Ombudsman Western Australia

PO Box Z5386

St Georges Terrace

PERTH WA 6831

Or Email – [mail@ombudsman.wa.gov.au](mailto:mail@ombudsman.wa.gov.au) 

Please note that in reviewing the appeal, the Ombudsman Western Australia will consider whether TIWA has followed its policies and procedures, rather than find that TIWA's original decision should be overturned.

### 5. Privacy and Recordkeeping

All records relating to a complaint and an appeal (where applicable); will be stored in accordance with privacy legislation and TIWA's *Record Management Policy*.

### 6. Outcomes and decisions

The outcome of student complaints and appeals are monitored to ensure completion of any resulting actions.

Analysis of student complaints and appeals shall contribute to the continuous improvement of TIWA's policies and practices.

### 7. Timelines

Where possible, all complaints and appeals processes will commence within 10 working days and will be finalised within 60 calendar days.

If this is not possible, students will be informed in writing as to the reason.