

Complaints and Appeals Policy and Procedure

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Policy overview

Stellar College Pty Ltd (hereafter “the College”) is committed to providing a fair, transparent, accessible, and accountable process for managing complaints and appeals. This policy ensures that all complaints and appeals are handled in accordance with the requirements of the National Code, the Standards for RTOs 2025, and regulatory expectations from ASQA.

This policy will be made available to all students prior to enrolment and is included in the Written Agreement/Letter of Offer provided to all international students.

1. Scope

This policy applies to:

- Current and prospective students (domestic and international)
- Staff and stakeholders of Stellar College
- Complaints and appeals related to academic and non-academic matters, including:
 - Course delivery
 - Assessment outcomes
 - Behavioural misconduct
 - Enrolment suspension/cancellation
 - Actions of third parties delivering services on behalf of Stellar College

2. Guiding Principles

- Natural justice and procedural fairness will apply to all complaints and appeals.
- All parties will be treated with respect and confidentiality.
- There will be no cost to the student for lodging a complaint or appeal internally.
- Students may be accompanied by a support person during any stage of the process.

- Complaints and appeals will be managed objectively, without bias or conflict of interest.
- The College will maintain accurate records at each stage and provide the student with a copy of the outcome(s).
- The College will finalise all complaints and appeals processes promptly, with formal processes commencing within 10 working days of lodgment.
- The College will implement corrective or preventative actions immediately if a complaint or appeal is upheld.
- Academic progress, attendance, and enrolment status will be maintained throughout the process unless extenuating circumstances apply.

3. Informal Resolution

Stellar College encourages students to initially attempt to resolve complaints informally by:

- Discussing the issue directly with the person involved; or
- Consulting the Student Support Officer or Quality Assurance Officer.
- If the matter cannot be resolved informally, the student is encouraged to lodge a formal complaint or appeal.

4. Formal Complaints & Appeals Procedure

Step 1: Lodging the Complaint/Appeal

- The student completes and submits a Complaints and Appeals Form (available from Student Services).



Complaints and
Appeals Form.pdf

- All supporting evidence must be attached.
- Complaints about assessment outcomes must be lodged within 14 calendar days of receiving the result.

Step 2: Acknowledgement and Initial Review

- The College will acknowledge receipt in writing within 3 working days.
- A review of the complaint or appeal will commence within 10 working days of receipt.

Step 3: Investigation

- A staff member not involved in the complaint will conduct an impartial investigation.
- Students and staff may present their case and bring a support person to any relevant meeting.
- Investigations aim to be finalised within 21 calendar days of lodgment, or as soon as practicable.

Step 4: Decision and Outcome

A written outcome will be provided, including:

- The decision and reasons
- Actions to be taken (if any)
- Details of the student's right to access external appeals (if dissatisfied)
- The decision will also be stored in the student file.

5. Appeals Against Academic Decisions

- Appeals must be submitted in writing within 14 calendar days of the student receiving an academic decision.
- An independent assessor will review the appeal, having due regard to the students' submissions.
- Written advice on the outcome will be provided.

6. Maintaining Student Enrolment

- For all appeals, Stellar College will maintain the student's enrolment until the internal process is complete.
- For appeals relating to academic progress or attendance, external appeals must be exhausted before reporting via PRISMS.

For behavioural issues, the College may proceed to report after internal appeals only, unless extenuating circumstances exist.

7. External Appeals Options

If a student is dissatisfied with the internal outcome, they may escalate the matter to:

Overseas Students Ombudsman (for international students)

Website: www.oso.gov.au

Phone: 1300 362 072

Email: ombudsman@ombudsman.gov.au

ASQA – Regulatory Complaints

Website: www.asqa.gov.au/complaints

ASQA accepts complaints for regulatory purposes, not to resolve individual disputes.

Flowchart - Stellar College Complaints and Appeals Policy and Procedure Process

Information

This policy and Procedure must be provided in full in the International Student Written Agreement/Acceptance of Offer.

Stellar College Pty Ltd t/a Stellar College will in the first instance always endeavour to resolve complaints/disputes informally.



Application

The formal complaints assessment process will commence within 10 working days of the college receipt of a completed written complaint or appeal form and supporting information.



Outcome of Assessment

The complainant will be provided with a written statement of the outcome of each stage of the complaint/appeal, including details of the reasons for the outcome.



Outcome – if unsuccessful

College must advise students that they are unsuccessful with the college 's internal complaints or appeals handling and process, within 10 working days of the decision being made, of the student's right to access an external complaints and appeals process at minimal or no cost to resolve the dispute.



Process time frame

Stellar College will take all reasonable steps to finalise the process within 21 days of commencement or as soon as practicable. A written response and advice for the outcome will be provided.



Student Enrolment

If a student chooses to access the Stellar College complaints and appeals process, Stellar College must maintain the student's enrolment while the complaints/appeals process is ongoing.



Academic complaints

Complaints/appeals against academic decisions will be accepted up to fourteen (14) days from the date an assessment result is received.

8. Extenuating Circumstances

In cases involving serious student misconduct or welfare risks, Stellar College may take immediate action to suspend or cancel enrolment, including:

- Threats to safety of others
- Criminal investigations
- Medical or psychological concerns
- Inability to locate the student

9. Record Keeping and Confidentiality

All documentation is recorded and stored securely in the student's file.

Records include:

- Complaint/appeal forms
- Meeting notes
- Evidence
- Outcomes and actions taken

Records will be maintained for at least 5 years and made available to regulatory bodies upon request.

10. Continuous Improvement

- The College will analyse complaints and appeals for patterns or systemic issues.
- Outcomes will inform continuous improvement strategies to enhance service quality and student satisfaction.
- Corrective and preventative actions will be documented in the College's Continuous Improvement Register.

11. Review

This policy will be reviewed every 12 months or earlier if there are changes to legislation, the Standards, or feedback from students and staff.