



DELTA INSTITUTE

COMPLAINTS & ACADEMIC APPEALS

STUDENT COURSE GUIDE



RTO ID 90250



Student Complaint Policy

Delta Institute commits to students that they can:

- access all services described in the Course
- be instructed by suitably trained and qualified trainers and assessors
- access advice and support
- be treated respectfully and equitably regardless of age, race, gender, religion, sexuality, disability, or origin
- make use of the Student Complaints and Academic Appeals Policies to resolve disputes

Delta Institute seeks to prevent complaints and problems arising by ensuring that you are well-informed about your studies and its outcomes. Staff are expected to be respectful, courteous, and helpful in their dealings with students. Students are also expected to be respectful, courteous and reasonable in their behaviour and communications with staff and other students.

Delta Institute is committed to conducting complaint resolution that is:

- visible - information about the process is easy to access
- simple - the process is easy to understand and use
- timely - complaints are managed efficiently with consideration of urgency
- objective - complaints are considered and managed without bias
- fair - procedural fairness is afforded to all
- confidential - information is kept confidential, as appropriate
- effective - appropriate complaint outcomes are reached
- informative - complaint information is used for the continuous improvement of operations

Those involved in a complaint process must:

- cooperate in good faith
- act in accordance with the Delta Institute's Code of Conduct
- respect the confidentiality of the complaint process
- immediately disclose any actual, perceived or potential conflict of interest

Complaint Resolution Stages

- Attempt, where possible and appropriate, to resolve concerns directly with the subject of the complaint prior to raising it with the Course Coordinator
- If the matter is not resolved acceptably, **informal resolution** should be attempted. This involves the following steps:
 - student writes or speaks to the Course Coordinator describing the nature and subject of the complaint
 - Course Coordinator makes enquiries, collects relevant information and suggests recommendation/s for resolution
 - complaint is resolved and recorded
- If the matter is not resolved acceptably, the **formal resolution** process should be followed. This involves the following steps:
 - if the student has not done so yet, they must detail the complaint in writing
 - Course Coordinator raises the complaint to the Complaint Resolution Committee for consideration
 - Complaint Resolution Committee reviews relevant information and makes recommendation/s for resolution
 - complaint is resolved and recorded

- If a student wishes to **appeal** the decision of a formal complaint the following steps must be followed:
 - student writes to the Course Coordinator advising they wish to appeal the decision of the formal complaint
 - Course Coordinator advises the Complaint Resolution Committee
 - Complaint Resolution Committee raises the complaint with the Governance Committee of the Delta Institute Board of Directors
 - Governance Committee of the Delta Institute Board of Directors reviews relevant information and makes recommendation/s for resolution
 - complaint is resolved and recorded
 - the decision of the Governance Committee of the Delta Institute Board of Directors is final

Delta Institute encourages the informal and early resolution of complaints. Informal resolution should be attempted prior to formal resolution unless the complaint raises a serious matter or there is a valid reason not to.

Complainants and subject of complaints may seek support or representation if they wish.

At any time during the complaint process, the Course Coordinator, the Complaint Resolution Committee and/or the Governance Committee may make or initiate enquiries, collect relevant information and exercise their own judgement, as appropriate, in an attempt to resolve a complaint or appeal.

Complainants and subjects of complaints must be communicated with regularly and in accordance with the guiding principles for the Student Complaint Resolution Policy.

A complainant may withdraw their complaint or appeal at any time, however Delta Institute may continue to consider any of the matters raised.

The Complaints Resolution Committee or Governance Committee may dismiss a complaint that they determine to be:

- frivolous
- vexatious
- lacking in substance
- unable to be reasonably considered by Delta Institute

Academic Appeal Policy

Similarly to the Student Complaint Policy, Delta Institute has a prescribed process for students who are unsatisfied with an academic decision made by Delta Institute or its staff, including any mark, credit transfer or recognition of prior learning decision.

If a student wishes to appeal an academic decision made by the Delta Institute they must follow the steps detailed above in the Student Complain Policy. The same policy position, guiding principles, stages of complaint and procedures apply.

Student Enrolment Agreement

This policy details the terms and conditions of your enrolment, your rights and responsibilities, and our obligations to our students in relation to. Please refer to the complete Student Guide for all other information.