



# AUSTRALIAN INSTITUTE *of* LANGUAGE

## **Complaints and Appeals Policy**

<b>Policy No:</b>	AIL-POL-001
<b>Version:</b>	Oct 2025
<b>Reviewed by:</b>	Director of Compliance
<b>Approved by:</b>	Managing Director
<b>Effective:</b>	06/10/2025
<b>Next Review date:</b>	01/10/2026

## Purpose

The purpose of this policy is to ensure that all complaints and appeals at Australian Institute of Language (AIL) are managed fairly, promptly, confidentially, and in accordance with the principles of natural justice. This policy provides a transparent mechanism for resolving any dissatisfaction that may arise in relation to AIL's decisions, services, staff conduct, or academic outcomes.

## Scope

This policy applies to:

- All current and prospective VET and ELICOS students;
- Students under 18 years of age, including those under a CAAW (Confirmation of Appropriate Accommodation and Welfare);
- All AIL employees, contractors, and third parties acting on behalf of AIL;
- All matters relating to the delivery of training, assessment, student support, administration, and decisions affecting a student's progress, enrolment, or welfare.

## Legislative and Standards Reference

This policy is informed by and aligned with:

- Outcome Standards for NVR Registered Training Organisations 2025 – Standards 2.7 and 2.8
- National Vocational Education and Training Regulator (Compliance Standards) Instrument 2025
- ESOS Act 2000 and National Code 2018 – Standard 10 (Complaints and Appeals)
- NEAS Quality Area GQ6 – Complaints and Appeals
- Privacy Act 1988 (Cth)

## Policy Statement

AIL is committed to:

- Providing all students and stakeholders with access to a clear, fair, and transparent complaints and appeals process;
- Ensuring decisions are made in accordance with natural justice and procedural fairness;
- Maintaining confidentiality at all times and protecting students from disadvantage or victimisation;
- Ensuring complaints and appeals are resolved in a timely manner;
- Upholding the welfare of under-18 students, ensuring their parents, guardians, or approved welfare providers are involved where appropriate;
- maintaining ongoing welfare and accommodation arrangements for under-18 students during any complaint or appeal process, consistent with National Code Standard 5 ;
- Using the outcomes of complaints and appeals to inform continuous improvement in AIL's services and operations.

## Definitions

Term	Definition
<b>Complaint</b>	A concern or expression of dissatisfaction about services, decisions, actions, or behaviour of staff or other students.
<b>Appeal</b>	A request for review of a decision made by AIL, including academic or administrative outcomes.
<b>Student</b>	Any person currently or previously enrolled in a course offered by AIL.
<b>Working Day</b>	A day that AIL is open for business, excluding weekends and public holidays.
<b>External Agency</b>	An independent third party such as the Overseas Students Ombudsman, Resolution Institute, or Dispute Settlement Centre of Victoria.

## Principles

- Fairness and Natural Justice – All parties will have the opportunity to present their case without bias or intimidation.
- Accessibility – Processes will be clear, free of charge, and communicated at enrolment and orientation.
- Confidentiality – Information will only be shared with those directly involved in resolving the issue.
- Non-victimisation – No student will be disadvantaged for lodging a complaint or appeal.
- Timeliness – All steps will be undertaken within reasonable and published timeframes.
- Under-18 Support – Parents, guardians, or CAAW-approved welfare providers will be involved in all stages relevant to minors.
- Continuous Improvement – Outcomes and trends will be reviewed and recorded to improve AIL's operations.

## Responsibilities

Role	Responsibility
<b>Managing Director / CEO</b>	Ensures compliance with all relevant legislation and that adequate resources are allocated to resolve complaints and appeals.
<b>Director of Compliance</b>	Oversees the implementation of this policy, monitors cases, and ensures systemic improvements.
<b>Student Services Team</b>	Acts as the first point of contact, records all complaints, coordinates communication, and supports the complainant.
<b>Trainers, Assessors, and Staff</b>	Manage informal complaints at the earliest opportunity and maintain respectful communication.
<b>Students / Complainants</b>	Provide accurate information and engage respectfully with AIL's process.

## PROCEDURE

At AIL, we take complaints and appeals seriously. If you are unhappy with a decision, follow these steps to resolve the issue in a clear and structured manner.

### Step 1: Informal Complaint

Timeframe: As soon as possible

1. Speak with the person involved (e.g., trainer, staff member).
2. If the issue is not resolved, talk to our Student Service Team.
3. The Student Service Team will provide a response within 10 working days.
4. If the issue is not resolved, move to Step 2.

### Step 2: Formal Complaint

Timeframe: Within 10-15 working days of issue

1. Complete the Complaints and Appeals Form and submit it in person or via email to the Student Services Team ([admin@ail.edu.au](mailto:admin@ail.edu.au)).
2. Receive written acknowledgement within 10 working days.
3. Investigation conducted by the relevant manager or delegate.
4. A written outcome will be provided within 20 working days.
5. If additional time is required, AIL will provide a written explanation and regular updates.

For students under 18 years of age:

A parent, guardian, or approved welfare provider will be notified and invited to attend any meetings.

If dissatisfied, proceed to Step 3.

### Step 3: Internal Appeal

Timeframe: Lodged within 20 working days of the formal outcome

1. Submit an appeal in writing to the Director of Compliance.
2. The Director will review all evidence and may interview the parties involved.
3. The appeal will be finalised within 20 working days.
4. A written decision will be sent to the student.

If the student remains unsatisfied, they may escalate externally (Step 4).

### Step 4: External Appeal

Timeframe: Varies (depending on the external body)

If you are still unhappy with the appeal decision, you may take your complaint to an external agency. Options include:

1. Resolution Institute: <https://www.resolution.institute>
2. Dispute Settlement Centre of Victoria: <https://www.disputes.vic.gov.au>
3. Overseas Students Ombudsman: <https://www.ombudsman.gov.au>

AIL will implement any external recommendations within 10 working days.

## Recordkeeping

- All complaints and appeals documents will be retained for at least two years.
- Access will be restricted to authorised staff only.
- Anonymised data and trends will be used for quality improvement.

## Continuous Improvement

AIL analyses complaints and appeals outcomes at least twice per year.

Findings are reviewed by AIL Management and Compliance team and used to enhance policies, staff training, and student services.

## Important Notes

- You will remain enrolled while your complaint or appeal is being processed.
- No fees are charged for submitting a complaint or appeal.

## Review

This policy will be reviewed annually, or sooner if legislative or operational changes require.

Any updates will be approved by the Managing Director and communicated to all staff and students.

## Complaints & Appeals Form

Before lodging a formal complaint, students are encouraged to resolve the issue informally.  
Completed Complaints & Appeals Forms should be submitted to the Student Service Team in person or via email: [admin@ail.edu.au](mailto:admin@ail.edu.au)

**Please tick the appropriate box:**

Complaint                       Internal Appeal

**Name:**

**Date:**

**Position:**     Student     Other (Specify):

**Contact Phone No.**

**Email:**

**Course Undertaking** (if applicable):

**Date/s of event complaint refers to:**

**Describe your complaint or Appeal (Include dates, time and other people involved if appropriate) - (You may wish to attach further documentation).**

**What have you done to resolve the complaint?**

**What would you like to see happen as a result of this complaint?**

*(If complaint received in person) I agree that all the information provided is true and correct.*

<b>Signature:</b>		<b>Date:</b>	
-------------------	--	--------------	--

**OFFICE USE ONLY**

<b>Name of Support Officer:</b>	
---------------------------------	--

<b>Signature:</b>		<b>Date:</b>	
-------------------	--	--------------	--