

Complaints & Appeal Procedure

It is Gurkhas Institute's policy to listen carefully to your complaint and try to address and resolve the problem quickly and fairly. This procedure applies to all students currently enrolled at Gurkhas Institute.

All complaints and appeal are to be handled professionally and confidentially in order to achieve a satisfactory resolution.

This is what to do if you have a complaint:

Informal Complaint Process

1. If you have a complaint you first discuss it with your main class teacher or a Student Counsellor in Student Services on Level 2.
2. If you are not happy with the outcome, you can then talk to a Student Services Manager on Level 2 who will investigate your complaint.

Formal Complaint Process

3. If you are still not satisfied, you need to write it on a Complaint Form and give it to the Student Administration Manager. This form can be obtained from the Student Administration on Level 2. If you need help writing it you can talk to the Student Counsellor, who will document it for you.
4. The Student Administration Manager will then investigate the complaint. The Student Administration Manager may ask to meet you and any other people named in the complaint. You can bring a friend (or a support person) with you at these meeting.
5. The findings of the complaint will be told to all people involved in the complaint within 10 working days. You and all people involved in the complaint will be notified in writing.

Internal Appeal Process

6. If you are not happy with the outcome of your complaints, you need to write it on an Appeal form and give it to the CEO of the Institute. This form can be obtained from the Student Administration on Level 2. You have to do it within 5 working days of you receiving a written notification of your complain outcome.
7. The CEO will appoint a Student Appeal Committee or an investigator to investigate your appeal and propose a final resolution. The investigator may ask to meet you and any other people named in the complaint/appeal. In the meeting each person will have an opportunity to speak. You can bring a friend (or a support person) with you at these meeting The key points will be noted.
8. Once everyone has been spoken, the internal investigator will carry out any further investigation needed
9. You will be told of the outcome in writing within 10 working days. This decision will be final.

External Appeal Process

10. If you are not happy with the outcome you can appeal again to ACPET, an external body, within 10 working days. ACPET will appoint an independent person (called an External Reviewer) who was not a part of the original complaint process. The External Reviewer will review all the documents.

Students must complete the appeal form and submit it with payment to ACPET by:

- email to student.appeals@acpet.edu.au or
- mail to **Student Appeals, ACPET, PO Box 551, East Melbourne Vic 8002.**

The appeal form is available from the ACPET website below:

<http://acpet.edu.au/students/student-support/appeals>

If you need help with the appeal, please see your student counsellor.

11. External Reviewer will consider your appeal and make a determination and then forward a decision to ACPET. ACPET will forward the decision to all parties.
12. Each complaint and any appeal and its outcome is recorded in writing, a copy will be given to the you and a copy is placed in your student file.
13. Please note that these complaints and appeal procedures do not circumscribe your right to pursue outside legal remedies through the Australian legal system.