

1. Purpose

This Policy governs the procedures relating to complaints and appeals.

2. Application

This Policy applies to all ICAN Learn staff and students.

3. Review

This Policy is reviewed annually and as needed along with the Complaints and Appeals Procedure.

4. Policy

Students, staff or industry partners may choose to submit a complaint to ICAN Learn using informal or formal processes.

- 4.1 ICAN Learn manages all complaints and appeals in accordance with the principles of natural justice and procedural fairness.
- 4.2 An informal process may include a conversation or a written letter identifying a challenge that can be resolved and is not identified as a complaint.
- 4.3 A formal process include the identification of the issue as a complaint by the complainant (this should be in writing).
- 4.4 ICAN Learn receives written complaints by email to complaints@icanlearn.edu.au.
- 4.5 ICAN Learn receives appeal requests by email to appeals@icanlearn.edu.au.
- 4.6 A written complaint could be in the form a hard copy letter, email or text. Should any staff member receive any email or text that indicates a complaint, they must refer the complainant to complaints@icanlearn.edu.au.
- 4.7 A written appeal could be in the form a hard copy letter, email or text. Should any staff member receive any email or text that indicates an appeal, they must refer the complainant to appeals@icanlearn.edu.au.
- 4.8 Both complaints and appeals inboxes are monitored by the Executive Officer and RTO Coordinator.
- 4.9 The Complaints and Appeals Policy is always publicly available on the ICAN Learn website.
- 4.10 All complaints and appeals are identified in the Complaints & Appeals register.
- 4.11 ICAN Learn notifies its staff of any complaints or appeals using the appropriate forum.
- 4.12 ICAN Learn responds to and manages all complaints and appeals; identifying ways to rectify the complaint/appeal if possible and uses the opportunity to prevent future complaints/appeals. This is part of the Continuous Improvement Process and any improvements are logged in the Continuous Improvement Register.¹

¹ Continuous Improvement Policy and Procedure

- 4.13 Should a complainant become querulent and there is unable to be a solution, ICAN Learn will seek external advice and support for the complainant.
- 4.14 In the event of a complainant / appellant advising that they are dissatisfied with the proposed solution for a formal complaint or appeal, ICAN Learn Executive Officer provides an opportunity to obtain a solution using external processes which could include external mediation or Employee Assistance Program (EAP) in the case of staff. This would be undertaken by sourcing a reputable mediator to assist with complaints resolution.
- 4.15 In the event of becoming approved as a VET Student Loan Provider, ICAN Learn will join a suitable External Dispute Resolution Scheme.

5. Appeals

- 5.1 Appeals can be varying in nature and can include the following areas:
 - 5.1.1 Assessment decisions
 - 5.1.2 Manner that assessments are conducted
 - 5.1.3 Unreasonable expectations in terms of time frames for Learning and / or Assessment
 - 5.1.4 Course withdrawal [can relate to a number of areas including assessment failure, non-attendance without notice or abiding by policy etc.]
- 5.2 Appeals are a specific form of complaint.²

² Complaints and Appeals Procedure