



ROSEWOOD
INTERNATIONAL COLLEGE

Complaints and Appeals Policy

ROSEWOOD INTERNATIONAL COLLEGE

Complaints and Appeals Policy

1.1 Definitions

The Institute uses the following definitions in relation to complaints and appeals:

Complaint	Appeal
<p>Staff and students have the right to submit a complaint if they wish to express discontent against another person or a complaint against the Institutes process or system. In order to ensure that complaints are dealt with in a timely manner.</p> <p>This policy and procedure are relevant to all grievances arising in the following areas:</p> <ul style="list-style-type: none"> • Student wishes to raise a complaint against another student • Student wishes to raise a complaint against the Institute • Student wishes to raise a complaint about a Third Party • Institute staff wishes to raise complaint about a Third Party • Staff wishes to raise a complaint about another staff member or a student 	<p>The student has the right to appeal on an assessment result if they believe that the result given was unfair or unjustified.</p> <p>This includes Appeals arising in the following areas:</p> <ol style="list-style-type: none"> a) Student disagrees with the result given by their Assessor b) Student wishes to have their result reviewed by another Assessor c) Student wishes to be re-assessed for the same unit d) Student wishes to change an elective unit e) Student believes that they were discriminated against by the Assessor

1.2 Complaints Policy

Staff and students have the right to submit a complaint if they wish to express discontent against another person or a complaint against the Institutes process or system. In order to ensure that complaints are dealt with in a timely manner, we have implemented a complaints process.

This policy and procedure are relevant to all grievances arising in the following areas:

- a) Student wishes to raise a complaint against another student
- b) Student wishes to raise a complaint against the Institute
- c) Student wishes to raise a complaint about a Third Party
- d) Institute staff wishes to raise complaint about a Third Party
- e) Staff wishes to raise a complaint about another staff member or a student