

Complaints and Appeals Procedure

Policy Category	Corporate		
Policy Owner	General Manager IGI		
Responsible for Implementation	Student Services Manager		
Review Date (2 years)	October 2025		
Relevant to	IGI prospective and current students, staff, and relevant third parties (including Education Agents).		
Related Documents	Assessment Policy Student Fees Policy Complaints and Appeals Policy		
Version	Authorised by	Approval Date	Effective date
1.2	General Manager IGI	1 Oct 2023	1 Oct 2023

1. Purpose

The Complaints and Appeals Procedure gives effect to the Complaints and Appeals Policy so that complaints and appeals processes are applied fairly, consistently, timely, objectively, and documented.

2. Definitions

Definitions	
Appeal	A formal review request from a student who is dissatisfied with a decision made by IGI on a case to which they were a party.
Complaint	An issue or concern a student raises with IGI, following a formal procedure and concluding with a resolution. The complaint can be about academic or non-academic matters, such as student life, learning environment, a colleague, or a staff member. Unlike grievances that may be resolved informally, complaints are usually made in writing and involve a formal resolution process.
Domestic student	Australian citizens, New Zealand citizens, or holders of an Australian permanent visa (holders of all categories of permanent resident visas, including Humanitarian Visas).
Grievance	A minor issue that may be addressed informally and resolved by a discussion or clarification with staff.
International student/ Overseas student	A student who may hold a student visa is protected by the Education Services for Overseas Students Act 2000.
Responsible Officer	The staff member responsible for handling a grievance, complaint, or appeal as described in this policy and procedure. A responsible officer must not be involved in the review of a decision that they made at a previous stage of the process and must hold a senior position to the one held by staff involved in making the original decision.
Student	A person enrolled (current student) or seeking to enrol (prospective student) in any course of study at IGI. A student can be a domestic or overseas student and is entitled to access this Policy, regardless of the location, course, or mode of study. Unless special circumstances apply, a complaint from a former student may not be considered by IGI if the student's enrolment ceased six (6) months or more before the time of wishing to lodge a complaint.

Definitions	
Support person	A person who accompanies or assists a student in the grievance and complaints process. This must not be a person directly involved in the grievance or complaint; it may be a friend or family member but not a legal representative.

3. Scope

This Procedure applies to applicants and former students who lodge a complaint within six months of completing their studies.

4. Procedure

Introduction

- 4.1 Complaints are the first stage of the internal process and may include (but are not limited to):
- staff conduct and/or performance;
 - student conduct and/or performance;
 - IGI's services and facilities;
 - review of an IGI decision;
 - failure to adhere to policies and procedures.
- 4.2 Appeals are the second stage of the internal process and may be lodged after a complaint outcome has been notified and usually in the following circumstances.
- the decision is inconsistent with IGI's policies and procedures;
 - procedural fairness was not applied;
 - new or different reasons and/or evidence to those already considered;
 - penalty deemed too harsh; and/or
 - any other reasonable grounds as determined by IGI.
- 4.3 External review is the final stage of the process and is usually only utilised if a student remains dissatisfied with the outcomes of internal processes.

Informal resolution of a complaint

- 4.4 Students are encouraged to informally resolve their grievances before lodging a complaint. This can be done by email or in person if it is safe and reasonable.
- 4.5 Students may seek support or independent professional advice from IGI's counsellor or any trusted staff member.
- 4.6 Informal resolutions of a grievance should be addressed within five working days.
- 4.7 A student may lodge a complaint if they are dissatisfied with the outcome of the informal resolution.

Complaint procedure

- 4.8 Complaints about IGI's conduct, performance services and facilities may be made. Complaints may also be made about another person's behaviour and conduct. This procedure is to be used by any student seeking to report sexual assault and sexual harassment formally.
- 4.9 Complaints processes are private and confidential, and a student's information is kept secure and confidential in accordance with IGI's Privacy Policy.
- 4.10 Students seeking a review of an academic decision (e.g. review of assessment results) should first use the Procedure for Requesting a Review of Assessment Results (contained within the Assessment Procedure). A review of an academic decision is not considered a complaint until all avenues of review specified in the Procedure for Requesting a Review of Assessment Results have been exhausted.

- 4.11 Students may seek support or advice from the Student Services Manager or any trusted staff member.
- 4.12 Students complete the Complaints form within 20 working days of the grievance arising. This timeframe does not apply to students lodging a sexual assault or sexual harassment complaint. Any exceptions to the 20 working day timeframe are considered in exceptional circumstances.
- 4.13 Students must attach any supporting documentation with the completed complaints form.
- 4.10 IGI acknowledges the completed form (and supporting documentation) within two working days.
- 4.11 The complaint is thoroughly investigated generally within 10 working days. This may involve meetings or interviews so that anyone involved in a complaint has the right to present their case. This process may be undertaken with a support person such as a friend or family member.
- 4.12 A decision regarding the complaint is made by the Dean (academic) or Student Services Manager (non-academic) and communicated within 10 working days of submission. A student is notified if this timeframe is delayed for any reason.
- 4.13 Complaints related to those responsible for handling the complaint process are referred to line managers.
- 4.14 For complaint outcomes in favour of a student, IGI implements the decision as soon as practicable and takes any corrective action as necessary.
- 4.15 Students dissatisfied with the complaint outcome may lodge an appeal within 20 working days of being notified, provided sufficient grounds exist. See paragraph 4.2.
- 4.16 The designated Student Services staff record all outcomes and correspondence in the student's file and updates the Complaints and Appeals Register.

Appeals procedure

- 4.17 Students dissatisfied with a complaint outcome may lodge an internal appeal provided sufficient grounds are outlined in paragraph 4.2.
- 4.18 Appeals processes are private and confidential, and a student's information is kept secure and confidential in accordance with IGI's Privacy Policy.
- 4.19 Students complete the Appeals form within 20 working days of being notified of the complaint outcome. This timeframe does not apply to students lodging an appeal relating to sexual assault or sexual harassment. Any other exceptions to this timeframe are considered on a case-by-case basis.
- 4.20 Students must attach any additional supporting documentation with the form.
- 4.21 IGI acknowledges the completed form (and supporting documentation) within two working days.
- 4.22 The appeal is thoroughly investigated within 10 working days. This may involve meetings or interviews so that anyone involved in an appeal has the right to present their case. This process may be undertaken with a support person, such as a friend or family member.
- 4.23 A decision is made by a review panel convened by the General Manager IGI (which does not consist of the original decision maker) and communicated within 10 working days of submission. A student is notified if this timeframe is delayed for any reason.
- 4.24 The review panel will constitute at least three members, including the General Manager IGI, as the Chair. The review panel members must be independent of the original complaint or matter under review. The review panel will assess the appeal application and provide a consensus recommendation.
- 4.25 The correspondence outlines a student's right to access an external review of the decision and full details of the external review options.
- 4.26 For appeal outcomes in the favour of a student, IGI implements the decision as soon as practicable and takes any corrective action as necessary.

- 4.27 The review panel decision is final, and no further internal complaint and appeal resolution process exists.
- 4.28 The designated Student Services team member records all outcomes and correspondence in the student's file and updates the Complaints and Appeals Register.

External review

- 4.29 Students who are dissatisfied with an outcome of a complaint or appeal may seek review from an external body. External bodies usually expect all internal appeal avenues to be exhausted before seeking an external review. If the external review relates to unpaid tuition fees, unsatisfactory course progress or any other cancellation decision, the student must notify IGI of their intention to engage an external agency, within 10 working days of the notification of the internal complaint or appeal outcome. If the student fails to notify IGI, IGI will report the cancellation of the student's enrolment to the Department of Home Affairs.

Students may lodge an external complaint with the **National Student Ombudsman** (NSO) which provide a free and independent complaint resolutions service for students
<https://www.nso.gov.au/making-a-complaint> There are various ways contact NSO:

Via phone

Monday to Friday 10am to 4pm (AEST) on **1300 395 775**.

Phone lines are closed on national public holidays and may be closed at other times, including on some state or territory public holidays.

Online form

Available here: [online form](#) and can be completed anywhere, anytime.

In person

At any of the following Commonwealth Ombudsman office locations, between 10am and 4pm Monday – Friday:

- Adelaide - Level 11, 25 Grenfell Street
- Canberra - Level 5, 7 London Circuit
- Brisbane - Level 22, 215 Adelaide Street
- Sydney - Level 20, 60 Castlereagh Street
- Melbourne - Level 2, 452 Flinders Street

Students are advised to call ahead on **1300 395 775** if they wish to make an in-person appointment.

In writing

National Student Ombudsman
 GPO Box 442
 Canberra ACT 2601

International enquiries

For enquiries made from outside of Australia, please call **+61 2 5117 3600**.

- Students may lodge a complaint with other relevant external agency as follows:

Complaint type	External agency
Refunds, contracts such as offer letters	NSW Office of Fair Trading
Discrimination, sexual harassment, victimisation	Consumer Affairs Victoria
	NSW Anti-Discrimination Board
	Victorian Equal Opportunity & Human Rights Commission
Complaint type	External agency
Privacy or data breach	Information and Privacy Commission NSW (IPC)

Campus Safety

Compliance issues relating to Higher Education Standards Framework 2021, ESOS Act and National Code 2018

[Office of the Victorian Information Commissioner](#)
[Safework NSW](#)
[Worksafe VIC](#)
[TEQSA](#)

- 4.31 Where the external review decision is in favour of the student, the recommendations are to be immediately implemented by IGI. The student will be notified in writing of this implementation. Where the decision is not in the student's favour, the student will be given a written response by the external reviewer, including the reasons for the decision.

5. Roles and responsibilities

- 5.1 The student is responsible for the following:
- providing valid and accurate information; and
 - providing authentic and genuine documentation.
- 5.2 IGI is responsible for:
- ensuring the policy and procedure are easily accessible and publicly available;
 - ensuring procedures are transparent and equitable; and
 - providing timely responses to students.
- 5.3 The General Manager IGI is responsible for investigating the internal appeals and convening the review panel to assess and make appeal decisions. The The General Manager IGI is also responsible for reporting annually to the Governing Board.
- 5.4 The Student Services Manager is responsible for making non-academic complaint decisions (or their line manager, for complaints about the Student Services Manager).
- 5.5 The Dean is responsible for making academic complaint decisions (or their line manager for complaints about the Dean).
- 5.6 The Student Services team maintain the Complaints and Appeals Register and student records.

6. References

- Higher Education Standards Framework (Threshold Standards) 2021
- Education Services for Overseas Students Act 2000 (Cth)
- Education Services for Overseas Students Regulations 2019
- The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code)
- Tertiary Education Quality and Standards (TEQSA) Act 2011 (Cth)
- TEQSA Guidance Note: Grievance and Complaint Handling
- TEQSA Guidance Note: Wellbeing and Safety
- National Student Ombudsman complaints service

7. Document History

Version	Date	Author	Reason	Sections
1.0	Jun 2022	PBL Education	New policy	All
1.1	Oct 2023	IGI	Rebrand and minor amendments	All
1.2	Jul 2025	IGI	Minor amendments: logo update; removal of Registrar role; addition of National Student Ombudsman information (4.30)	All

Complaints and Appeals Flowchart

