



Feedback, Complaints, and Appeal Policy and Procedure

Version Control

Date	Version	Changes Made	Author
01/07/2025	V 1.0	Released	Umesh Koirala

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Scope:

This policy outlines Vibe College's approach to managing feedback, complaints, and appeals in both academic and non-academic areas. It applies to all students, including international and domestic, and ensures fair, accessible, and transparent handling of all matters.

Policy Principles:

1. **Access and Transparency:**
 - Feedback, complaints, and appeals procedures are publicly available, easy to access, and understandable.
 - All students are informed about these processes upon enrolment and again at course commencement.
2. **Procedural Fairness:**
 - All parties involved will be afforded procedural fairness, including the opportunity to be heard and to respond.
 - Complaints and appeals will be processed impartially, promptly, and respectfully.
3. **No Cost:**
 - There is no cost to lodge an internal complaint or appeal.
4. **Confidentiality and Recordkeeping:**
 - Records will be securely maintained by the Quality Assurance Manager.
 - Outcomes will be documented and communicated in writing to all parties.
5. **Continuous Improvement:**
 - Feedback and complaints will be analyzed to identify trends and inform them of quality improvements.

Students are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. Students are also suggested to provide any constructive or progressive feedback at any time but at least once in their course duration. Vibe College training and administrative staff are available to assist students to resolve their issues at this level.

At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the complainant/appellant. Decisions will be made based on but not limited to current Government Legislation, Standards for RTOs 2025, Vibe College Policies and Procedures and, where applicable, The Rules of Evidence and The Principles of Assessment, providing a written report to the complainant/appellant within 20 working days, on the steps that will be taken to address the issue, clearly stating the reasons for the decision.

The feedback will be recorded, communicated and used for further continuous improvement processes and to ensure Vibe College practices align to our systems.

Definitions:

- *Academic Matters:* Student progress, assessment, curriculum, and awards.
- *Non-Academic Matters:* Personal information, financial issues, staff/agent behavior, and enrolment.
- *Informal Complaint:* Verbal or informal discussion with staff.
- *Formal Complaint:* Written submission of grievance.
- *Appeal:* A formal review of a decision made by Vibe College.
- *External Review:* Independent third-party evaluation of a Vibe College decision.
- *Complainant:* Any individual submitting a complaint.
- *Appellant:* A person lodging an appeal.

Procedure for Complaint and Appeal:**Stage 1: Informal Complaint**

- Any person wishing to make a complaint may do so in an informal manner by requesting to speak with any member of the Vibe College staff including trainers, administrative staff, or a member of the management team. The complainant may bring a support person to accompany them to discuss their grievance.
- Should the complainant feel that their grievance is not satisfactorily resolved, they may submit their complaint formally in writing.

Stage 2: Formal Complaint

- If complainants are dissatisfied with the results of the informal discussions, they can make a formal complaint by submitting a Complaint and Appeals Form. This form is available on Vibe College's website under "Downloads" or complainants can request a copy from Vibe College's Student Services personnel. They can also submit a complaint via Vibe College's Feedback webform available at www.vibecollege.edu.au
- The relevant Vibe College staff member will review, assess, and investigate the complainant's submission and respond with a written statement of the outcome of the complaint within 10 working days of the date the Complaint and Appeals Form was submitted.
- The written response will contain full details of the reasons for the outcome.
- The student will be advised of their right to an appeal if they are still dissatisfied with the outcome at this stage.

Stage 3: Internal Appeal

- If complainants are dissatisfied with the outcome of the formal complaint, they have 20 working days from the date of the written response to the formal complaint to lodge a written appeal for a review of the outcome by Vibe College PEO or their designated personnel.

- Vibe College PEO or their designated personnel will assess the original complaint, plus any extra evidence submitted as part of the appeal and respond with a written statement of the outcome of the appeal within 10 working days of the date the written appeal was submitted.
- The written response will contain full details for the reasons for the outcome.
- If the appellant wishes to have their appeal heard in person or via teleconference, they may be accompanied or assisted by another person, at the appellant's cost.
- If the appellant wishes to have the appeals decision reviewed by an independent, external body, the stages for an External Review are set out in Section 7, below.
- If Vibe College considers more than 60 calendar days are required to process and finalise the complaint at any stages, the student will be informed in writing of the reasons why more than 60 calendar days are required and will keep the complainant updated on the progress of the matter.

Stage 4: External Review

- If complainants are dissatisfied with the outcome of the internal appeal, they have 20 working days from the date of the written response to the internal appeal to lodge an appeal for a review of the appeal by an independent, external body.
- Depending on the independent, external body appealed to and the student's individual circumstances, there may be a cost involved in an external review. For students who have enrolled in VET Student Loan-eligible courses and for international students, Vibe College is able to provide for a cost-free external review by an independent person or body with appropriate expertise. Please see below listings of independent, external review bodies. For other student cohorts, please contact Vibe College if you would like help to determine the costs of an external appeal.
- If the appellant wishes to have their appeal heard in person or via teleconference, they may be accompanied or assisted by another person, at the appellant's cost.
- If the independent, external body finds in favour of the appellant, Vibe College will comply with all recommendations made or instructions given by the body.
- If the independent, external body finds in favour of Vibe College, Vibe College will ensure that a written copy of the decision is made available to the student, including full details of the reason for the decision.

The following is a non-exhaustive list of independent bodies with which appeals for external review may be lodged, depending on the individual complainant's circumstances:

Office of the Commonwealth Ombudsman

- <http://www.ombudsman.gov.au/How-we-can-help/overseas-students>
- 1300 362 072
- ombudsman@ombudsman.gov.au

Students who are the subject of Vibe College initiated suspensions or cancellations will have access to Vibe College's Complaints and Appeals process. They will have 21 days in which to initiate the Complaints and Appeals process.

Vibe College | CRICOS Provider Code: 03500M | RTO: 31652 | ABN 66 088 173 433

E-mail: info@vibecollege.edu.au | 07 3088 6644

Level 3, 288 Edward St, Brisbane QLD 4000

Version 1.0, 01.07.25

Assessment Appeals:

- Students wishing to appeal an assessment decision must submit their appeal in a period no longer than 60 days following the competency decision.
- Please follow the procedure outlined above.

Feedback Procedure:

Vibe College values feedback from students and stakeholders as a vital tool to improve the quality of education, wellbeing services, and administrative operations. Feedback may be received through both formal and informal channels at various stages of a student's learning journey.

1. Feedback collection through formal and informal channels during the time of orientation, daily conversations with students, mid and end of term surveys, online feedback forms, and course progress meetings.
2. Review and Categorization of feedback based upon the importance and urgency of feedback. They could be General Suggestions, service issues, high priority concerns
3. Action and Responses are performed based upon the categories of feedback
 - *General Suggestions*: Forwarded for consideration
 - *Service Issues*: Investigated and resolved by managers
 - *High Priority Concerns*: Escalated immediately and handled confidentially
 - All actions are recorded in the Feedback & Complaints Register
4. Communication of Outcomes: Students are informed of the outcome within 10 working days.
5. Continuous improvement and recollection: Actions are reviewed for effectiveness and follow up feedback is collected. Trends are reported in management meeting and improvements are integrated into training, policies, and procedures.

Documentation and Continuous Improvement:

Feedback, Complaints and Appeals outcomes are documented and analyzed. Reports are tabled at management meetings. - Trends are reviewed to inform staff of training, policy revisions, and service enhancements. - Informal feedback, complaints and appeals are acknowledged and escalated where needed.



Self-Assurance and Quality Review: - Vibe College evaluates complaint trends, student experience, and system effectiveness as part of its ongoing self-assurance practices. - Students are encouraged to share their experience to help improve the quality of services.

Document Control:

- Maintained by: Compliance Manager
- Next Review Due: June 2026
- Version 1.0 Effective 01.07.2025