

POLICY AND PROCEDURE

STD 6	Complaints and Appeals (including Academic Grievance)	Clause 6.1 – 6.6	
Approved:	Glenn Smith Chief Compliance Officer	Version 3	Annual Review Date: August, 2017

1. Policy

- 1.1 Smart City Vocational College is committed to providing learners, staff and stakeholders with the best possible environment in which to study or work.
- 1.2 Smart City Vocational College understands that on occasion, there may be instances of dissatisfaction and invites complaints and appeals from a dissatisfied party so that a resolution can be found and provide an opportunity to consolidate the feedback into a review and improvement of our policies and practices. This right to a complaint and appeal also extends to persons seeking to enrol.
- 1.3 Smart City Vocational College will address all complaints and appeals in a timely manner and openly and honestly so as to resolve problems through fair and reasonable means. The principles of natural justice and procedural fairness will be adopted at every stage of the complaint and appeals process.
- 1.4 The complainant has the right for their complaint to be heard and for an impartial decision to be made at no cost to themselves. Complainants have the right to appeal a decision made about a complaint, as well as submit an appeal about an assessment decision.

1.5 This policy manages and responds to allegations involving the conduct of -

- (a) Smart City Vocational College, its trainers, assessors or other staff;
- (b) a third party providing services on Smart City Vocational College's behalf, its trainers, assessors or other staff; or
- (c) a learner of Smart City Vocational College

1.6 This policy also manages requests for a review of decisions, including assessment decisions, made by Smart City Vocational College or a third party providing services on its behalf.

1.7 A complaint or appeal may include, but is not limited to:

Complaints:

- General complaints including dissatisfaction with services
- Marketing and promotional activity
- Personal safety
- Administration
- Behaviors of others
- Equity and access, discrimination, harassment and bullying
- Sexual harassment
- Unfairness and injustice
- Vilification
- Student amenities
- Complaints about financial matters, fines and payments,
- Application procedures,
- Exclusions from events and facilities; and
- The use or misuse of personal information, breach of privacy

Academic Grievance:

- Course advice and enrolment
- Suspension and/or cancellation of enrolment
- Program delivery
- Learning resources
- Assessment
- Issue of results, certificates, statement of attainment

Appeals:

- Assessment process and decision
- Learner progress and academic progress decisions

1.8 This policy and procedure ensures that both the requirements of the Standards for RTOs 2015, as well as the Higher Education Support Act 2003 Schedule 1A VET Guidelines 2015 are met.

1.9 Initial contact may be lodged verbally, or through an advocate and at all times the complainant will be provided with an opportunity to have their complaint formally recorded.

1.10 Complainants are encouraged to speak directly to the person involved to try and resolve their complaint informally, however if the informal discussion does not resolve the matter or the complainant is uncomfortable with approaching the person directly, the complainant should access the formal process. All formal complaints or appeals (including assessment appeals) must be made in writing using the Complaints and Appeals Form and forwarded to the Campus Manager within 20 working days of the matter occurring. The Complaints and Appeals Form can be accessed via the Smart City Vocational College website or provided by email or in hardcopy to the complainant/appellant.

1.11 Smart City Vocational College will:

- (a) acknowledge all complaints and requests for an appeal in writing within 3 working days of receipt;
- (b) regularly update the complainant or appellant on the progress of their complaint or appeal;
- (c) aim to finalise all complaints and appeals processes within 20 working days, or as soon as practicable;
- (d) inform the complainant or appellant in writing if it considers that more than 60 calendar days will be required to process and finalise the complaint or appeal, including reasons why more than 60 calendar days are required;
- (e) Inform the complainant or appellant in writing of the outcome of their complaint or appeal including the reasons for the decision; and
- (f) ensure that in relation to assessment appeals, that the original assessment decision will be reviewed by an independent qualified assessor and the appellant notified of the outcome.

1.12 Where a face to face meeting is required during any stage of the complaint or appeal process, complainants and/or appellants have the right to have a third party such as a family member or friend accompany them.

1.13 If a complainant or appellant is unsatisfied with the outcome of their complaint or appeal they may seek review of Smart City Vocational College's decision by referring their complaint or appeal to an external dispute resolution body appointed for this purpose by Smart City Vocational College.

The details for the external body and contact person are:

Resolution Institute

(02) 9251 3366 / 1800 651 650

Level 1, 13-15 Bridge Street

Sydney NSW 2000

Smart City Vocational College will give due consideration to any recommendations arising from the external review.

The costs of an external dispute resolution process must be borne by the complainant and Smart City Vocational College will inform the complainant of such costs in writing.

- 1.14 Complainants may also contact the National Training Complaints Hotline 13 38 73 where they have a complaint against Smart City Vocational College as a training provider.
- 1.15 Smart City Vocational College staff and the complainant/appellant will observe strict confidentiality during all stages of the complaints resolution process. All communications and proceedings arising from the complaints process will remain confidential at the conclusion of the complaints resolution process.
- 1.16 Smart City Vocational College securely maintain records of all formal complaints and appeals and their outcomes on the Complaints and Appeals Register. Only authorised individuals have access to complaints and appeals records. Records are available for 5 years from the date of the initial complaint. *For further information on how to access these records please refer to the Personal Information Policy and Procedure.*
- 1.17 Smart City Vocational College aims to identify potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

1.18 Learners are advised of the Smart City Vocational College Complaints and Appeals Policy in the Learner Handbook.

2. Scope

This policy and procedure applies to learners and employees of SC Admin Pty Ltd ATF SC Administrative Trust and its associated entities, including Smart City Vocational College Pty Ltd.

3. Definitions

All definitions are detailed in the Glossary contained at the back of the Policy and Procedure Manual.

Complainant for the purpose of this policy, may refer to a person/persons who is a:

- member of the public
- 'lead' or 'enquiry' within Smart City Vocational College's CRM
- Learner (as outlined below)
- parent/guardian of a Learner
- personnel from a Government Department or Agency
- employer of a Learner

Learner for the purpose of this policy, the term 'learner' shall be deemed to be interchangeable with the term 'student'.

Learner/s refers to all persons enrolled or who have previously been enrolled with Smart City Vocational College, regardless of funding/program or course type.

4. Procedure

Step	Procedural Overview	Responsibility
1	<p>IMPORTANT INFORMATION:</p> <p>Where a complaint is received and is of a critical, urgent or legal nature and has been deemed to present significant risk to Smart City Vocational College, its staff and/or the status of the Registered Training Organisation, procedural steps outlined below in this policy will not apply and the matter must be immediately referred to Compliance for actioning – compliance@smartcitycollege.edu.au.</p>	All staff
2	<p>Complaints – General Information:</p> <p><i>Please note that where reference is made to “Campus Manager” throughout this Policy and procedure and a complaint or appeal is being dealt with by another staff member of Smart City Vocational College e.g. service desk, sales or other, the same procedural steps shall apply and the Line Manager for that department will assume the role of the Campus Manager as referred to below.</i></p> <ol style="list-style-type: none"> a. All Smart City Vocational College sites are required to maintain an up to date Campus Complaints and Appeals Register folder. b. Every 6 months (June and December), the Complaints and Appeals Register and supporting evidence must be scanned and saved into a Complaints and Appeals folder in the Campus Site folder on 365. c. All Complaints are to include the following information: <ul style="list-style-type: none"> • Submission date of complaint • Name of complainant • Nature of complaint • Date of the event which lead to the complaint; and • Attachments (if applicable) d. Informal complaints received: <ul style="list-style-type: none"> • do not need to be recorded on the Complaints and Appeals Register 	All staff Campus Manager Business Manager Compliance

- must be documented in the learner’s file or other source where related to staff or external parties:
 - date
 - summarised details of matter
 - parties involved
 - outcome of matter
 - whether follow up is required
- e. Formal complaints received:
- Must be recorded on site Complaints and Appeals Register
 - Must be provided in writing
 - Must be formalised by completing a Complaints and Appeals Form
 - Must be forwarded to Campus Manager
 - Must be acknowledged in writing by the Campus Manager within 3 days of receipt – *use Acknowledgement of complaint received letter template*
 - Level of risk determined and actioned as per this Policy
 - Campus Manager to ensure Senior Management are aware of the matter by forwarding notice of the matter and supporting evidence to compliance@smartcitycollege.edu.au
- f. Academic grievance complaints received:
- Must be provided in writing
 - Must be formalised by completing a Complaints and Appeals Form
 - Must be forwarded to Campus Manager
 - Must be acknowledged in writing by the Campus Manager within 3 days of receipt – *use Acknowledgement of complaint received letter template*
 - Level of risk determined and actioned as per this Policy
 - Campus Manager to ensure Senior Management are aware of the matter by forwarding notice of the matter and supporting evidence to compliance@smartcitycollege.edu.au
 - Must be recorded on site Complaints and Appeals Register.
- g. Information to be included on the Complaints and Appeals Register should include:
- A specific complaint number –format of complaint no. first 3 letters of campusDDMMYYYY.1,2 or 3 (depending on the complaint numbers each day)
e.g. **MAR20102015.1** or **HOB15052015.3**
 - Submission date of the complaint

	<ul style="list-style-type: none"> • Name of the complainant • Note: Formal/Academic Grievance • Description of the complaint • Determined resolution (outcome) • Date of outcome <p>h. *Access to records including grievance records of complaints and appeals must be kept for 5 years after the date of the initial complaint being made. Where access is requested from anyone other than staff:</p> <ul style="list-style-type: none"> • Must come from relevant party to the complaint • Must be made in writing • Identification must be verified; and • Must be valid in reason for request <p><i>*Please refer to Personal Information Policy for procedure in relation to releasing information or copies of records.</i></p>	
3	<p>Complaints process – in relation to personal information</p> <p>a) A Learner should first make a complaint in writing directly to the person/s concerned. If the learner is not satisfied with the outcome of the initial investigation and response to their complaint or they would prefer to make their complaint directly to the authorised officer of Smart City Vocational College, they may do so by:</p> <ul style="list-style-type: none"> • Post, addressed to: Attn: Privacy Smart City Vocational College PO Box 5018 Maroochydore Qld 4558 • Email: privacy@smartcitycollege.edu.au; or • Request can also be made in person at any campus 	All staff Campus Manager Business Manager Compliance

	<p>b) Any complaint made by the learner will be investigated by the relevant authorised officer at Smart City Vocational College. An investigation and response to the learner’s complaint regarding their personal information will be completed within thirty days of the date a learner lodges a complaint. If, however, the matter is more complex, further time may be required to respond to the learner’s complaint and Smart City Vocational College will contact the learner to advise if more than thirty days is required to answer a learner’s complaint.</p> <p>c) The learner will be informed in writing of the outcome of their complaint and if the learner is not satisfied with the outcome then they can contact the Office of the Australian Information Commissioner on Ph. 1300 363 992.</p> <p>d) Appropriate written notification (using templates) must be completed as per step # of this procedure.</p>	
4	<p>Complaint and Appeal Investigation Process:</p> <p>a. The Campus Manager will investigate all complaints recorded on the Complaints Register for their campus and identify a satisfactory resolution to the issue.</p> <p>b. The Campus Manager will provide acknowledgement in writing via email or letter within 3 days of receiving a complaint.</p> <p>c. The Campus Manager will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the Complainant, the Campus Manager will act immediately to implement any decision and/or corrective and preventative action that is required.</p> <p>d. During the complaints and appeals process, the proposed resolution and the reasons for such decisions will be communicated to all parties involved in the complaint and agreement to the proposed resolution sought.</p> <p>e. The Complainant will be advised of the final outcome of the complaints or appeals process including the reasons for any decisions made by using the Complaints and Appeals decision letter template within 20 working days (where possible) of the formal complaint being received.</p>	All staff

- f. Where the Campus Manager considers more than 60 calendar days are required to process and finalise the complaint or appeal, the following must occur:
- The complainant or appellant must be informed in writing, including reasons why more than 60 calendar days are required by using the Complaints and Appeals progress letter template; and
 - The complainant or appellant must be regularly updated on the progress of the matter
 - Records of all communication must be kept with the complaint evidence and filed appropriately
- g. Upon receipt of a resolution or agreement, the Campus Manager will;
- Provide the Complainant with written confirmation of the resolution by using the Complaints and Appeals decision letter template
 - Record the action(s) taken to resolve the complaint on the Complaints Register
 - Where applicable, communicate the outcome of the complaint resolution to the complainant and any staff member forming part of the complaint (where applicable)
 - Within the notification of the outcome of the formal complaint the Complainant shall also be notified that they have the right of appeal
 - To appeal a decision the complainant must provide in writing within 5 days of the receipt of the decision letter, grounds of the appeal. Complainants are referred to the Appeals Procedure.
 - If applicable, complete a Corrective Action Request (CAR) Form to document the need for amendment to a policy, procedure, document or form and submit to compliance@smartcitycollege.edu.au
 - Review Complaints and Appeals Register every 6 months and minute the review decisions in relevant meeting agenda.
- h. Any documentation including written notes of the progress of a complaint, outcomes, actions and resolution, will be kept and filed in the Complaints and Appeals register and if the matter relates to a learner enrolled with Smart City Vocational College, a copy of all evidence is to be stored in the learner's folder. Any complaint received that is not from a Learner, will be stored in the dedicated Complaints and Appeals Register Master folder maintained by the Campus.

5	<p>General Complaints (Informal):</p> <p>a. Complaint received from learner, staff or stakeholders and members of the public verbally</p> <p>b. Where possible all non-formal attempts shall be made to resolve the issue. This may include advice, discussions, and general mediation in relation to the issue.</p> <p>c. Attempts to complete the process within 20 days from receipt of an informal complaint.</p> <p>d. Any staff member can be involved in this informal process to resolve issues but once an individual has placed a formal complaint /appeal the formal procedures must be followed.</p> <p>e. Complainant must be provided with an opportunity to record the complaint in writing:</p> <ul style="list-style-type: none"> • Complainant does not want to formalise the complaint in writing <ul style="list-style-type: none"> - seek satisfactory resolution for all parties - place file notes on learner’s file or other source where staff or external parties are involved <p><i>Please note that file notes relating to informal complaints are not required to be kept on the Complaints and Appeals Register. If your site does decide to keep all complaints and/or appeals whether formal or informal in the site Complaints and Appeals Register, you will need to clearly define whether the complaint is informal or formal with a brief explanation.</i></p> <ul style="list-style-type: none"> • Complainant accepts the offer and wants to put the complaint in writing <ul style="list-style-type: none"> - Follow the formal process outlined in Section 6 below. 	<p>All staff Campus Manager Business Manager Compliance</p>
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	<p>f. Regardless of the severity of the complaint, comprehensive file notes are to be stored on learner’s electronic file or other source where related to staff or external parties.</p>	
6	<p>Formal Complaints (including academic grievance):</p> <p>a. When a complaint or appeal cannot be resolved through informal discussion, the complainant is asked to formalise their complaint or appeal in writing.</p> <p>b. Once a formal complaint is received in writing from the person making the complaint, the Campus Manager will immediately:</p> <ul style="list-style-type: none"> • acknowledge receipt of the complaint in writing via email or letter to the complainant by using the “acknowledgement of complaint received letter template” within 3 days of receipt and either <ul style="list-style-type: none"> - attach a Complaints and Appeals form for the complainant to complete, sign and return to the Campus Manager; or - direct the complainant to the Smart City Vocational College website to access an electronic copy of the Complaints and Appeals form, complete and return to the Campus Manager. - the form needs to state the complainant/appellants case and provide as much detail as possible. <p>c. The Campus Manager will work with their Business Manager to review and seek to identify the issue, level of risk and resolve the concern so as to avoid any further disruption to the complainant (where applicable)</p> <p>d. Where risk is identified as critical or of major significance – escalate notice of complaint to Compliance and/or Legal Department immediately as per Section 1 above</p> <p>e. Make Senior Management aware of the matter by forwarding notice of the complaint and supporting evidence to the Compliance general email – compliance@smartcitycollege.edu.au</p>	<p>All staff Campus Manager Business Manager Compliance Legal</p>

	<p>f. Where a complaint refers to an individual, the individual will be informed by the Campus Manager of the complaint and will be invited to respond to the allegation either through discussion, or (written) correspondence.</p> <p>g. Any discussion held with the Campus Manager must be documented and evidence kept on file along with details of the original complaint.</p> <p>h. A separate interview will be held by a member or members of the Senior Management Team if the complaint is about the Campus Manager, Business Manager or both.</p> <p>i. Aims to complete all complaints and appeals processes within 20 working days taking into consideration factors such as a learner's enrolment in future units of study and/or courses is desired.</p> <p>j. Will inform the complainant in writing of the outcome of their complaint including the reasons for the decision</p> <p>k. Record details of the complaint and outcome including supporting evidence on the Campus Complaints and Appeals Register as per general information in Section 2 above</p> <p><i>The Complaints and Appeals Form is available on the Smart City Vocational College website www.smartcitycollege.edu.au or can be downloaded from 365/Master Documents/General Masters/Campus Forms and sent to the complainant upon request.</i></p>	
7	<p>Appealing a Decision:</p> <p><i>Assessment Appeals</i></p> <p>a. Learners are entitled to formally appeal the outcome of an assessment decision by completing the Complaints and Appeals Form, stating their case and providing as much detail as possible, and submit this to the Campus Manager either by email or post within 5 days of the assessment decision being originally made.</p> <p>b. Learners are to include the following information:</p> <ul style="list-style-type: none"> - Submission date of appeal - Name of appeal; - Nature of appeal; 	<p>Business Manager Campus Manager Trainers/Assessor Compliance</p>

	<ul style="list-style-type: none"> - Supporting documentation regarding their assessment outcome - Attachments (if applicable) <p>c. Once the Complaints and Appeals Form is received the details are recorded on the Complaints and Appeals Register which is reviewed and maintained by the Campus Manager. Information recorded on the Complaints and Appeals Register includes;</p> <ul style="list-style-type: none"> - A specific appeal number - Submission date of the appeal - Name of the appeal - Description of the appeal - Determined resolution (outcome) - Date of outcome <p>d. The Campus Manager will seek details from the Assessor involved and any other relevant parties.</p> <p>e. A decision will be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a third party. The third party will be another Assessor appointed by Smart City Vocational College.</p> <p>f. The learner will be notified in writing of the outcome with reasons for the decision within 20 working days of receipt of the notice for appeal, and the 'Complaints and Appeals Register' updated.</p> <p>g. The learner will also be provided the option of activating the external appeals process if they are not satisfied with the outcome.</p> <p>h. If a Complainant (learner or third party) is still dissatisfied with the decision of Smart City Vocational College, they may wish to seek legal advice or place a complaint about Smart City Vocational College to the National Training Complaints Hotline 13 38 73. The learner is required to notify Smart City Vocational College if they wish to proceed with the external appeals process. Please refer to Independent Support or Review Section in this Policy document.</p>	
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General Appeals

- a. Complainants are entitled to formally appeal the outcome of a decision by completing the Complaints and Appeals Form, stating their case and providing as much detail as possible, and submit this to the Campus Manager either by email or post within 5 working days of the decision made

- b. Appellants are to include the following information:
 - Submission date of appeal
 - Name of appeal;
 - Nature of appeal;
 - Supporting documentation regarding their assessment outcome
 - Attachments (if applicable)

- c. Once the Complaints and Appeals Form is received the details are recorded on the Complaints and Appeals Register which is reviewed and maintained by the Campus Manager. Information recorded on the Complaints and Appeals Register includes;
 - A specific appeal number
 - Submission date of the appeal
 - Name of the appeal
 - Description of the appeal
 - Determined resolution (outcome)
 - Date of outcome

- d. The Campus Manager will seek details from relevant parties.

- e. A decision will be made regarding the appeal either indicating the decision stands or details of a possible review by a third party. The third party will be an independent body appointed by Smart City Vocational College.

- f. The Appellant will be notified in writing of the outcome with reasons for the decision within 20 working days of receipt of the notice of appeal, and the 'Complaints and Appeals Register' updated.

- g. The Appellant will also be provided the option of activating the external appeals process if they are not satisfied with the outcome.

	<p>h. If the Appellant is still dissatisfied with the decision of Smart City Vocational College, they may wish to seek legal advice or place a complaint about Smart City Vocational College to the National Training Complaints Hotline 13 38 73.</p> <p>The Appellant is required to notify Smart City Vocational College if they wish to proceed with the external appeals process. Please refer to Independent Support or Review Section in this Policy document.</p> <p>The Complaints and Appeals Form is available on the website at www.smartcitycollege.edu.au or can be sent to the Appellant on request.</p>	
8	<p>Independent Support or Review:</p> <p>a. Complainants have the right to access advice and support from independent external agencies and/or persons at any point of the complaint and appeals process.</p> <p>b. Use of external services will be at the complainant's costs unless authorised by Smart City Vocational College. The complainant should be made aware of the amount of such costs before referral.</p> <p>c. Matters referred externally will immediately be escalated to the Senior Management Team. The matter will be tabled and minuted at the first appropriate Senior Management Meeting.</p> <p>d. If the Complainant is not satisfied with the outcome decision, they can be referred to:</p> <p>Resolution Institute (formally LEADR Association of Dispute Resolvers) (02) 9251 3366 / 1800 651 650 Level 1, 13-15 Bridge Street Sydney NSW 2000</p> <p>e. Senior Management will give due consideration to any recommendation arising from the external review.</p>	All staff

	<p>f. The matter shall be tabled at the first appropriate Senior Management Meeting and the resulting decisions made will be minuted.</p> <p>g. A responsible person of the Senior Management Team will advise the Campus Manager of next actions.</p>	
9	<p>Complainant status during a complaints or appeal process:</p> <p>a. No Learner, staff member, stakeholder or member of the public will be disadvantaged, treated unfairly or victimised in any way during the complaint and resolution process.</p> <p>b. A Learner’s progress through a study program will not be disrupted whilst a complaint is being heard unless the nature of the issue itself means further progress is not possible.</p> <p>c. Smart City Vocational College staff and the complainant will observe strict confidentiality during all stages of the complaints resolution process. All communications and proceedings arising from the complaints process will remain confidential at the conclusion of the complaints resolution process.</p> <p>d. Complainants have the right to nominate third party representation (e.g.: a family member or friend, counsellor, professional representation or support person) if they require during any stage of the process.</p>	All staff
10	<p>Closure of Complaint or Appeal process:</p> <p>a. When the process for a complaint or appeal has been followed and the matter has been deemed closed (despite the outcome), the Campus Manager will conduct a review of the following:</p> <ul style="list-style-type: none"> • Complaints and Appeals Register to ensure all information has been recorded and all evidence has been collected • Learner’s file (if applicable) to ensure a copy of all evidence and communication has been saved and matches the Complaints and Appeals Register 	Campus Manager Business Manager Compliance

	<ul style="list-style-type: none"> Any other relevant location to ensure all evidence in relation to the complaint or appeal has been saved and matches the Complaints and Appeals Register <p>b. The Campus Manager will send a Notice of Complaint and/or Appeal closed letter to the complainant or appellant outlining the outcome and the reasons for such decision as a way of closing the matter:</p> <ul style="list-style-type: none"> Use the Notice of Complaint and/or Appeal closed letter template Send a copy to Compliance – compliance@smartcitycollege.edu.au 	
11	<p>a. A review of all Campus formal Complaints and Appeals Register will be monitored through conducting of Internal Audits by Compliance and will form part of the Official Audit Report.</p> <p>b. Campus Audit Report results will be tabled at the Senior Management Meeting as and when they occur.</p> <p>c. Senior Management Team will discuss the audit results and feedback received and outcomes minuted.</p> <p>d. An annual review of the complaints resolution process will be conducted as part of the Compliance Policy review.</p>	Compliance

5. Change Control Record

Date	10.08.2016
Version	Version 3
Description	Inclusion of reference to Privacy Officer where complaints are made in regards to learners personal information, update to Learner definition, inclusion of Complainant definition and update external dispute resolution company contact details
Author	Sam Seibold, Compliance Officer

6. References

Standards for Registered Training Organisations (2015)

– Standard 6 Clauses 6.1 – 6.6

Guidelines for the VET Guidelines 2015.

Higher Education Support Act Schedule 1A

7. Supporting Documentation

Item	Reference
Forms	
Learner Handbook	
Complaints and Appeals Form	365/Master Docs/General Masters/Campus Forms
Complaints and Appeals Register	
Continuous Improvement Register	
Corrective Action Request Register	
Acknowledgement of complaint or appeal received letter	365/Master Docs/General Masters/Campus Forms
Notice of Complaint or Appeal decision letter	365/Master Docs/General Masters/Campus Forms
Notice of Complaint progression letter (more than 60 days)	365/Master Docs/General Masters/Campus Forms
Notice of Complaint or Appeal matter closed	365/Master Docs/General Masters/Campus Forms
Related Policy	
Continuous Improvement Policy	
CAR Policy	
Continuous Improvement Register	
Notice of Non-Compliance Policy	
Quality Assurance Policy	
Internal Audit Policy	
Management of Learner Personal Information Policy and Procedure	