



POLICY - COMPLAINTS & APPEALS

Purpose



The purpose of this Policy & Procedure (P&P) is to ensure that all complaints and appeals are dealt with, in a constructive and timely manner. It ensures overseas and domestic students have the right to natural justice protected through access to professional, timely, inexpensive, and documented complaints handling and appeals processes.

Requirement

OBA Nursing Academy is committed to addressing complaints and appeals related to the Academy, third parties, staff, or other learners. We have a clear appeals process in place for any requests to review or reconsider decisions made by the Academy. These policies are publicly available and can be accessed through our website.

Our processes adhere to the principles of natural justice and procedural fairness, ensuring that decision-makers are independent of the decision being reviewed. The policy will also outline any costs associated with a third-party review, ensuring transparency for all parties involved.

OBA Nursing Academy aims to resolve complaints and appeals promptly, with clear timeframes communicated to complainants at each stage of the process. If any complaint or appeal process (including reviews) is expected to take more than 60 days, we will inform all parties involved and explain the delay.

We will document all complaints and appeals received, along with their outcomes, and use this information to continually assess and improve our practices. The Academy will take corrective actions to eliminate or reduce the likelihood of recurrence of any issues identified through the complaint and appeal processes.

Policy

Prior to accepting an overseas student or intending overseas student for enrolment in a course, OBA Nursing Academy must provide clear information on tuition and non-tuition fees. All tuition and non-tuition fees, along with payment terms, must be outlined in the written agreement.

The written agreement must also state that the student is responsible for keeping copies of receipts for any fee payments. Additionally, information on refunds, including the amount repayable, the process for claiming refunds, and the recipient of the refund, must be provided.

Policy: Protection of Fees Paid in Advance

The Complaints and Appeals Policy & Procedure at OBA Nursing Academy is publicly available on our website. All complaints or appeals will be handled professionally, fairly, and transparently. Students will have the opportunity to present their case formally at minimal or no cost, and they may be accompanied by a support person at any relevant meetings.

Complaints:

OBA Nursing Academy has a comprehensive complaints and appeals policy to address allegations involving:

- OBA Nursing Academy, its trainers, assessors, or other staff;
- Third parties providing services on behalf of OBA Nursing Academy, including education agents;
- A student of OBA Nursing Academy.

We are committed to resolving any complaints from students, clients, or staff in an effective and timely manner. We will begin addressing all complaints within 10 working days of submission and aim to finalize the outcome as soon as possible.

Assessment Appeals:

Students may appeal an assessment outcome within 10 working days of receiving their results. Grounds for assessment appeals include:

- The judgment regarding whether competence has been achieved or demonstrated was incorrect.
- The assessment plan was not flexible or fair.
- The judgment was not in line with the assessment plan.
- The assessment plan did not adequately address the collection of evidence.

Resolution

OBA Nursing Academy is committed to resolving complaints or student appeals in an effective and timely manner and will finalize the outcome as soon as practicable.

- The student or staff member will be provided with the outcome of each complaint or appeal, including a statement of the reasons for the outcome.

- OBA Nursing Academy will take action on any substantiated complaints or appeals. The administration is responsible for managing the resolution process.

If a complaint or appeal is not resolved through OBA Nursing Academy's internal complaints handling and appeals process, the student or staff member will be informed within 10 working days after the internal review is concluded. The student or staff member will be advised of their right to access an external complaint handling and appeals process at minimal or no cost and will be provided with the contact details of the appropriate external body.

If the internal or external complaints handling or appeal process results in a decision or recommendation in favor of the student or staff member, OBA Nursing Academy will immediately implement the decision or recommendation and take the necessary corrective or preventive actions. The student or staff member will be notified of these actions.

In cases where more than 60 calendar days are required to process and finalize a complaint or appeal, OBA Nursing Academy will inform the complainant or appellant in writing, providing the reasons for the delay, and will provide regular updates on the progress of the matter.

A written record of the complaint or appeal, including the outcome and reasons, will be kept and recorded in the OBA Nursing Academy Complaints & Appeals Register. Each complaint or appeal will be reviewed during monthly management meetings and may lead to continuous improvement activities.

Potential causes of complaints or appeals will be identified, and corrective actions will be implemented to eliminate or reduce the likelihood of recurrence. If the student or client is still dissatisfied with the resolution of their complaint or appeal, they may seek further assistance from an Independent Adjudicator.

Procedure

When a student approaches a staff member with a complaint, the staff member should first attempt to resolve the issue directly, if it is appropriate and safe to do so.

1. **Student raises a complaint** – The student is encouraged to address the issue themselves (if suitable and safe).
2. **Approach to Staff** – If the student requires further assistance, they can approach a Trainer, Receptionist, or Admin staff member with the complaint.
3. **Resolution** – The Trainer, Receptionist, or Admin staff member will work to resolve the complaint internally on an informal basis.

Tools & Templates

Responsibility: Any staff member

Output: Complaint resolved without further intervention.

Receiving the Complaint Procedure

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1. Student raises a complaint
 2. Complaint submission – The student submits the complaint in writing to the Administrator within 5 business days of the incident occurring.
 3. Acknowledgement of receipt – The written complaint will be acknowledged by OBA Nursing Academy in writing, along with an outline of the processes to be followed and an estimated time frame.
 4. Complaint review – The review of the complaint will begin within 10 working days of receiving the written complaint.
 5. Enrolment maintenance – The student's enrolment will remain active during the review process, particularly if there is a risk of deportation.
 6. Outcome statement – A written statement detailing the outcome of the complaint review will be provided to the student.
 7. Favourable outcome for the student – If the outcome is favourable to the student, OBA Nursing Academy will promptly advise the student and implement the decision.
 8. Internal appeal process – If the student is not satisfied with the result, they can lodge an internal appeal.
 9. External appeal – If the student remains dissatisfied with the outcome of the complaint review, they can pursue an external appeal at no additional cost.

Tools & Templates

- Template – Complaints & Appeals Form
- Template – Complaints & Appeals Register

Responsibility: Administration Officer / Campus Manager

Output: Written record of the complaint acknowledged and responded to.

Complaint Proven

If a complaint is upheld, OBA Nursing Academy will implement the decision or recommendation and take any preventive or corrective actions required. The student or staff member will be informed of any action taken.

Tools & Templates

- Template – Complaints & Appeals Form
- Template – Complaints & Appeals Register

Responsibility: Administration Officer

Output: The student or staff member will be advised of any action taken.

Complaint Not Proven

If the complaint is not upheld and the student is not satisfied with the resolution, they may seek further assistance through the internal appeals process. Appeals against OBA Nursing Academy's decisions, including assessment decisions, must be submitted in writing using the Template – Complaints & Appeals Form. The student or staff member will be provided with the form and can lodge their appeal in an effective and timely manner.

Tools & Templates

- Template – Complaints & Appeals Form

Responsibility: Administration Officer

Output: Written appeal lodged

Assessment Appeals

OBA Nursing Academy will manage student or staff appeals against decisions, including assessment decisions, in an effective and timely manner, typically resolving all appeals within 14 days. Each appeal and its outcome will be recorded in writing on the **Complaints & Appeals Register**. Appeals will be heard by the CEO.

Each appellant:

- Has the opportunity to formally present their case.
- Will be given a written statement of the appeal's outcome, including reasons for the decision.

Tools & Templates

- Template – Complaints & Appeals Form
- Template – Complaints & Appeals Register

Responsibility: CEO / Receptionist

Output: Written appeal decision statement

Appeal Proven

If an appeal is upheld, OBA Nursing Academy will implement the decision or recommendation and take any preventive or corrective actions required. The student or staff member will be informed of any action taken.

Tools & Templates

- Template – Complaints & Appeals Form

Responsibility: Appropriate staff member

Output: The student or staff member will be advised of any action taken.

Appeal Not Proven

If the appeal is not upheld and the student or staff member is not satisfied with the resolution, they may seek further assistance through an external complaints handling and appeals process facilitated by an Independent Adjudicator. The student or staff member will be provided with the contact details of the appropriate external appeals body.

External Appeals Body

[Australian Ombudsman - Overseas Students](#)

Tools & Templates

- Template – Complaints & Appeals Form

Responsibility: Administration Officer

Output: Advice sought from an Independent Adjudicator

Review

All complaints and appeals are reviewed at regular management meetings and, if appropriate, result in a continuous improvement action. OBA Nursing Academy will identify potential causes of complaints and appeals and take corrective action to eliminate or mitigate the likelihood of recurrence.

Tools & Templates

- Template – Complaints & Appeals Register
- Template – Continuous Improvement Register

Responsibility: CEO

Output: Continuous improvement action

Key Performance Indicator

The effectiveness of this policy and procedure will be measured by the number of complaints and appeals resolved without the involvement of an Independent Adjudicator.

For inquiries regarding our complaints and appeals policies, please contact our Administration Team via email at enrol@obana.com.au. / WhatsApp: +61 417 368 940

