



ATC STUDENT COMPLAINTS POLICY

Intent

This policy and its procedures promote and underpin Advance Tertiary College's ("ATC" / "College") commitment to transparent, fair and timely resolution of student complaints.

ATC recognises that student complaints provide useful information to improve the student experience and College practices.

Scope

This policy applies to students (including prospective and former students), staff and affiliates.

However, where another policy or procedure contains a mechanism to consider a student's complaint, the complaint must be referred for consideration under that policy or procedure. This includes where the policy or procedure, for a reason other than its scope, does not allow the mechanism to be used.

Any ATC student can be a complainant. They may make a complaint about any aspect of their experience with ATC, its agents or related parties.

In addition to this policy, a student has rights of external review and legal redress available.

Definitions

Complainant means a student who has made a complaint under this policy.

Complaint means a student's expression of dissatisfaction that their rights (including human rights), existing interests and/or reasonable expectations have been adversely and unjustifiably impacted because of an action, decision or omission within the control or responsibility of the College. Any circumstance related to College operations and services, or the conduct of its staff, its students or people associated with the College or using College facilities may be the subject of a complaint.

Student means a person who:

has engaged with ATC or its external agents regarding admission to the College, from their enquiry about admission through to their admission to the College,

is admitted to the College, or

has been admitted to a course at the College.

Principles

ATC promotes a culture of readiness to hear student complaints and to continuously improve the student experience. Students have the right to make a complaint to the College, free from reprisal or harassment.

ATC provides an effective student complaint management system, with informal and formal procedural mechanisms which resolve student complaints.

Complaint resolution will be procedurally fair.

Policy

1. Complainants' rights and obligations

1.1 In making a complaint to the College, a complainant is entitled to:

- a) provide their complaint on an anonymous basis, although this might limit how the College can respond to the complaint;
- b) have their complaint dealt with confidentially to the greatest possible extent, including in response to reasonable requests for anonymity;
- c) have personal information arising out of their complaint managed in accordance to prevailing laws of Malaysia;
- d) make a formal complaint submission if their informal complaint resolution under the Student Complaints Procedures is not reasonably satisfactory, or informal action is not available;
- e) withdraw their complaint at any stage of the complaints process. If a complaint is withdrawn, the College may decide to continue or discontinue any other procedure that has arisen consequentially; and
- f) contact an external organisation (for example, the Police or Medical professionals, or seek external advice regarding the subject matter of their complaints.

1.2 In making a complaint to the College, a complainant is obliged to:

- a) conduct themselves honestly and courteously in all correspondence and communications with the College;
- b) engage in the complaints resolution process in good faith and in a manner which seeks to amicably resolve their complaint in the shortest possible timeframe;
- c) make their complaint as soon as reasonably possible, because the timeliness of a complaint submission might affect the College's capacity to respond to a complaint; and
- d) refrain from making frivolous, trivial or vexatious complaints. The College may refuse to accept a complaint on the basis that it is frivolous or vexatious. A complaint can be determined to be frivolous, trivial or vexatious in circumstances where:
 - the complaint has no reasonable substance;
 - the substance of the complaint has already been considered by the College and measures have been taken to resolve the complaint; or
 - the complaint contains dishonest or misleading information.

2. ATC's handling of complaints

2.1 In receiving, considering, investigating and determining a complaint under this policy, ATC will have regard to contemporary complaint handling practices and will strive for continuous improvement. The College will:

- a) not charge a fee;
- b) promote the Student Complaints Policy and its accompanying procedures to staff and students via the ATC website;
- c) provide resources, training and support to any staff member who is asked to respond to a complaint received under this policy; and
- d) report to the Board of Directors as the corporate governing body. That report will include relevant recommendations for quality improvement which arise from the consideration of a complaint under this Policy.

2.2 A complainant will be kept informed of the progress of their complaint.

2.3 Decision makers must consider whether one version of events is more likely than an alternative version of events when making a determination.

2.4 As soon as possible, parties to a formal complaint will be provided with written advice of the College's determination(s) in relation to the complaint, the reason(s) for the determination(s) and the avenue(s) of appeal that exist.

2.5 When a complaint is wholly or partly found to have merit, the College must determine an appropriate remedy and promptly implement it.

2.6 A student can appeal the College's determination of their formal complaint under the Student Review and Appeals Policy, unless the complaint is determined to be frivolous, trivial or vexatious.

The management of ATC.