

The complaints and appeals policy of the Prisma Education Institute Australia (PEIA) shall ensure that all complaints are dealt within a constructive and timely manner at no cost to the complainant. Information about the Prisma Education Institute Australia (PEIA)'s complaints and appeals policy and procedures will be comprehensive, free and easily available. All complaints and appeals shall be reported in the Prisma Education Institute Australia (PEIA)'s management meeting and 'Stakeholder Feedback Forms', Proposed Complaint Solution forms' shall be raised and recorded on file, detailing the actions required and taken to arrive at satisfactory resolve of each complaint.

Complaints and Appeals Procedures

Internal Process

Students are initially advised of the Prisma Education Institute Australia (PEIA)'s complaints and appeals process during the Prisma Education Institute Australia (PEIA)'s Student orientation and within the Prisma Education Institute Australia (PEIA)'s Student Hand Book.

Staff members

- The PEIA's Management and staff must respond to any complaint or appeal of the overseas student, makes regarding his or her dealings with the Prisma Education Institute Australia (PEIA), the Prisma Education Institute Australia (PEIA)'s education agents or any related party the Prisma Education Institute Australia (PEIA) has an arrangement with, to deliver the overseas student's course or related services.
- On receiving a written complaint, the Prisma Education Institute Australia (PEIA)'s staff and or the Student Services Officer shall advise the complainant that their complaint will be reported to the next management meeting or dealt within 3 days of submission, regardless of the staff member's perception of the importance of their complaint.
- The student should also be informed that their enrolment at the Prisma Education Institute Australia (PEIA) is not at risk during the complaints and appeal process.
- The staff member should also advise the student that they may be accompanied and assisted by a support person of their choosing at any relevant meeting during the process of the complaints and appeals process.
- The staff member must also advise the complainant, that their complaint, if not satisfactorily resolved by the Prisma Education Institute Australia (PEIA)'s management, may be directed externally to the Overseas Students Ombudsman (see below External Appeals).
- The staff member may also raise a 'Stakeholder feedback' form to identify the complainants' grievance in an accurate manner, providing the same to the next scheduled management meeting.
- All complaint documentation must be provided to the Prisma Education Institute Australia (PEIA)'s Management within 10 days of receiving the written complaint.

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CEO / Management meeting

- On receiving a client feedback form or written complaint detailing a grievance, the CEO or management meeting shall review the nature of the complaint and propose a solution to the complaint and the appropriate cause of action to satisfy the complainant's grievance.
- The CEO shall complete the 'Stakeholder feedback form' recording the proposed solution and advise the complainant of the proposed solution within the 'Proposed Complaint Solution Advice' within 10 days of completing the internal complaints handling process.
- The 'Proposed Complaint Solution Advice' provided to the complainant shall include information and procedures concerning the complainant's right to access the Overseas Student Ombudsmen at no cost to the complainant. On satisfactory resolve of a Student Complaint the CEO shall ensure that a student signed copy is signed by the CEO and retained on the student's file.

External Appeal

Students who are not satisfied with the outcomes of a complaint or appeal that were submitted to the Prisma Education Institute Australia (PEIA)'s Management may submit an appeal or complaint about this to the **Overseas Students Ombudsman**. The Overseas Students Ombudsman offers a free and independent service for international students who want to lodge an external appeal or have a complaint or about a decision made by their training provider. Please visit the Overseas Students Ombudsman website

<http://www.ombudsman.gov.au/making-a-complaint/overseas-students> or phone 1300 362 072 for further information.

Complaints or appeals that may be referred to the Overseas Students Ombudsman for investigation may be about:

- course admission refusals
- fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by a provider
- incorrect advice given by an education agent.

The Overseas Students Ombudsman will not investigate complaints about:

- public providers (which are already covered by the State and Territory Ombudsman)
- domestic Australian students
- students from overseas who are not on a student visa (e.g. students studying on a visitor, working holiday or temporary business visa).

Complaints and Appeals Records

Complaints or External Appeal decisions reviewed by the Prisma Education Institute Australia (PEIA)'s management and found to be in favour of the student will be implemented by the Prisma Education Institute Australia (PEIA)'s management immediately or as soon as practicable. On satisfactory resolve of an External Appeal the CEO shall ensure that a student signed copy is signed by the CEO and retained on the students File.

This procedure is subject to annual review or as required by changes in legislation, standards, or organisational needs.

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