

# GRIEVANCE & APPEALS POLICY

## 1. Purpose

This policy establishes the framework by which Proteus Technologies Pty Ltd (trading as Ikon Institute of Australia) will manage grievances and appeals to facilitate an equitable, confidential and timely resolution for all parties, consistent with the principles of fairness, equal opportunity and natural justice.

## 2. Scope

This policy applies to any individual who seeks lodge a grievance or an appeal about a matter that falls within the responsibility or control of Ikon, including prospective students, current students, past students, staff and third parties to the business of Ikon. The policy also applies to those who assess, investigate and determine grievances and appeals.

The policy covers academic and non-academic matters including, but not limited to, admission, enrolment, assessment, progression, misconduct, support and supervision, tuition fees, fines and refunds, discrimination, harassment, bullying or intimidation, facilities and resources, access and equity, and interactions with staff, students, education agents or other third parties where an arrangement to deliver exists.

Dissatisfaction with the following matters are dealt with solely as an appeal (Stage 3):

- Decisions relating to assessment and progression
- Decisions relating to academic misconduct
- Decisions to report international students
- Decisions relating to deferring, suspending and cancelling international students

## 3. Related Documents

All policies and any associated forms associated with this document can be downloaded from the *Policies & Procedures* section of the institutional website at [ikon.edu.au/policies-procedures/](http://ikon.edu.au/policies-procedures/). Students can also access via the Policy Library section in Moodle.

Appendix A to this policy provides a flowchart diagram which can assist navigate the resolution framework.

## 4. Definition & Key Terms

**"Appeal"** means to dispute a formal grievance determination or reviewable decision made by Ikon

**"Appeal Panel"** means individuals appointed to hear an appeal against a determination or decision

**"Appellant"** means the individual who has lodged an appeal

**"Complainant"** means the individual who has made a grievance

**"Grievance"** means a formal complaint where an individual believes they have received unfair treatment

**"Grievance Officer"** means a member of the Quality Assurance Group designated as the contact point for the receipt and preliminary assessment of a grievance, and referral to an Investigating Officer

**"Investigating Officer"** means a person appointed to investigate and determine a grievance

**"Unfair Treatment"** means any actions or decisions an individual feel has been biased against them and has resulted in an outcome that otherwise would have been different, had the treatment been unbiased

## POLICY

### 5. Principles of Resolution

Grievances will be considered on merit and adhere to the following key principles of resolution:

- 5.1 All parties to the business of Ikon can access the grievance and appeals process regardless of location or terms of engagement. The process is explained at orientation and induction programs.
- 5.2 Effective communication underpins the relationship between all parties during proceedings. Information about how to access the grievance and appeals process is published for access by all parties to the business of Ikon. All parties to a proceeding will be kept informed of progress.
- 5.3 Grievances and appeals are subject to the principles of natural justice and procedural fairness.
- 5.4 Grievances and appeals will be resolved promptly within set timeframes at the lowest possible level.
- 5.5 Individuals will not be disadvantaged or victimised for lodging a grievance or an appeal. Staff will act fairly at all times to assure there is no bias during the resolution process.
- 5.6 Grievances and appeals will be treated with confidentiality at all times. Disclosure and access to records will be provided on a 'need-to-know' basis and limited to individuals legitimately involved in the grievance and the resolution process, or as required by law.
- 5.7 All parties have the right to be accompanied by a nominated support person. The support person cannot act as an advocate, be perceived as involved in the matter or be a legal practitioner.
- 5.8 Grievances and appeals may be withdrawn at any time by the complainant/appellant. Ikon reserves the right to continue investigation to satisfy other requirements or protect its own interests.
- 5.9 Grievances considered frivolous, unreasonable, vexatious or lacking substance will be dismissed.
- 5.10 Outcomes or decisions must be achievable within lawful powers, legislation and policy.
- 5.11 There is no cost to access the internal resolution process. Any costs associated of external review will be borne by the appellant but reimbursed by Ikon if found in the appellant's favour.
- 5.12 The resolution framework does not limit or remove the right to take action under Commonwealth or State consumer protection laws or pursue legal remedies.

### 6. Resolution Framework

- 6.1 The resolution framework is broken down into four avenues of resolution:
  - Stage 1 Informal Resolution
  - Stage 2 Formal Grievance
  - Stage 3 Appeal a Decision
  - Stage 4 External Independent Review
- 6.2 Where practical, resolution should be sought via the avenue that is most likely to achieve resolution at the lowest level appropriate to the matter. If in doubt about which avenue to use or any aspect of the resolution process, complainants should seek the advice of the Grievance Officer prior to initiating action via mailbox [grievances@ikon.edu.au](mailto:grievances@ikon.edu.au).
- 6.3 During the resolution process, student enrolment will be maintained. Students must continue their studies for the duration of the process, except where their health or safety is potentially at risk or the matter poses a health or safety risk to others.

## 7. Responsibilities & Authority Levels

- 7.1 The Grievance Officer is responsible for the preliminary assessment to determine whether the matter should be handled as a grievance or pursued through another process. The Grievance Officer has the authority to refer a grievance to an Investigating Officer for investigation and determination. The Grievance Officer is a role designated by the Dean from within the Quality Assurance Group.
- 7.2 The Investigating Officer assigned to the grievance is responsible for investigating the matter to reach a determination. The Investigating Officer has the authority to notify the claimant and parties to the grievance of the findings, determination and outcomes.
- 7.3 The Appeals Panel is responsible for hearing and determining appeals against an institutional decision. The Appeals Panel Chair is responsible for the preliminary assessment to determine the grounds for appeal have been met, setting the appeals hearing date and advising the decision in writing.
- 7.4 Staff involved in a grievance or appeals hearing will have the necessary authority and management support to carry out the process effectively and, where specific skills are required, will have access to appropriate training and resources to fulfil their role.
- 7.5 All parties are entitled to be treated with respect and courtesy at all times. Where an individual behaves in a rude, threatening or harassing manner towards others, the Dean, CEO and Appeals Panel Chair have the authority to decline further consideration of the grievance/appeal and commence misconduct proceedings under the institute *Misconduct Policy* and *Code of Conduct*.
- 7.6 Individuals cannot participate in a grievance or an appeal where there is a conflict of interest.

## 8. Lodgement & Timeframes

- 8.1 Formal grievances should be lodged using the *Formal Grievance Form* in the following timeframes:
  - a) as soon as possible after the incident, conduct or matter of the complaint; and
  - b) no later than six months after the incident, conduct or matter occurred; or
  - c) there is reasonable justification for late lodgement
- 8.2 Appeals must be lodged using the *Application to Appeal* form within ten days of the written notification of the reviewable decision, including the outcome of a grievance during the formal resolution process. Under the ESOS Act, international students have twenty working days to lodge an appeal against a decision relating to the deferral, suspension or cancellation of their enrolment including the intention to report for unsatisfactory academic progression.
- 8.3 Ikon will only investigate a grievance/appeal lodged after the deadline where one or more of the following conditions is evident:
  - a) it relates to a serious matter
  - b) circumstances beyond control of the individual prevented timely lodgement
  - c) there is reasonable justification for late lodgement
  - d) it is still practical for Ikon to conduct an investigation
- 8.4 Grievances and appeals will be investigated to achieve resolution in a timely manner in accordance with the timeframes outlined in the procedures section of this document (see [Procedures](#)).

## 9. Withdrawing a Grievance or Appeal

- 9.1 A grievance/appeal may be withdrawn at any time by giving written notice to the Grievance Officer. In such a case, the matter will be concluded and deemed to be resolved. Ikon reserves the right of Ikon to continue investigation where the grievance identifies potential areas of risk or improvement.
- 9.2 A withdrawn matter cannot be raised again unless there is new information or a separate incident.

## 10. Anonymous Claims

- 10.1 Ikon will accept anonymous grievances however cannot guarantee anonymity as details may be deduced from the nature of the grievance and/or the information provided.
- 10.2 Where a grievance lacks sufficient information, it may not be possible for Ikon to assess, investigate or determine an appropriate resolution. In this case, the grievance may be dismissed. It may be reopened should further evidence become available.
- 10.3 Grievances made on behalf of another individual will not be considered.

## 11. Frivolous, Vexatious or False Claims

- 11.1 Making a grievance is a serious matter that can have potentially serious consequences for others.
- 11.2 Individuals who make frivolous, vexatious or false or deliberately misleading claims in connection with a grievance or an appeal may be subject to internal disciplinary proceedings and/or external avenues for legal remedy.
- 11.3 Grievance proceedings may not run concurrently. Where a grievance is made with the intention of delaying another proceeding or other matter under investigation, it may be dismissed on the grounds it is frivolous, vexatious and lacking substance.

## 12. Victimisation

- 12.1 It is a breach of policy to victimise anyone for making a grievance or lodging an appeal.
- 12.2 Where a party to a grievance or an appeal is victimised, assistance and support should be sought immediately by advising the Investigating Officer (or in their absence the Dean). In the case of an emergency, such as a threat to health and safety, seek immediate police assistance.
- 12.3 Individuals who participate in victimisation are considered to have committed misconduct and may be subject to internal disciplinary proceedings and/or external avenues for legal remedy. Incidents of victimisation that involve threats to health and safety will be reported to authorities.

## 13. Record Keeping

- 13.1 All matters arising during the resolution process will be documented and recorded.
- 13.2 Records will be kept confidentially and filed separately to student/staff records maintained by the Quality Assurance Group, ie not in student or staff files. Each file will be held for a period of five years.
- 13.3 Records will be disclosed only to individuals who have a right to the information by virtue of their role in the grievance and appeals process, or as required by law.

## 14. Reporting and Feedback

- 14.1 Grievances provide valuable information to the continuous improvement process. A Grievance & Appeals Register is maintained by the Grievance Officer and monitored for areas of improvement and patterns of issues, concerns or behaviours. Regardless of the outcome, all formal grievances and appeals will be recorded in the register.
- 14.2 The Quality Assurance Group will present a bi-annual report to the governing bodies highlighting actions taken to address any endemic issues and any other statistic of relevance.

## PROCEDURE

### Stage 1: Informal Resolution

#### 15. Direct Approach

- 15.1 In the first instance, where the complainant feels comfortable with making a direct approach, Ikon encourages complainants to discuss their concerns with the persons involved in the incident, concern or behaviour in an attempt to settle the matter directly.
- 15.2 Informal resolution allows the persons involved to explore options to make their own decisions about how to best resolve the matter. Direct strategies may include talking with the person, writing to them, asking a member of staff to raise the matter with the person on their behalf and using institution feedback mechanisms such as student surveys.
- 15.3 When seeking informal resolution:
  - Detail the event, concern or behaviour
  - Suggest a process to resolve the matter
  - Propose an outcome to settle the matter
- 15.4 Complaints dealt with informally do not become part of the formal resolution process and will not be documented, recorded or reported unless the matter is relevant to the wider operations of Ikon or identifies potential areas of risk or improvement.
- 15.5 Where the complainant feels uncomfortable with making a direct approach, or where the concern relates to a serious matter such as allegations of misconduct or unlawful behaviour, they may lodge a formal grievance under Stage 2 of the resolution process.

### Stage 2: Formal Grievance

#### 16. Lodging a Formal Grievance

- 16.1 If an informal approach was unable to resolve the matter, or does not lead to an acceptable resolution, a formal grievance can be initiated by lodging a 'Formal Grievance Form' with the Grievance Officer via mailbox [grievances@ikon.edu.au](mailto:grievances@ikon.edu.au). A 'Formal Grievance Form' can be downloaded from the Policies & Procedures section of the institutional website at [ikoninstitute.edu.au/policies-procedures/](http://ikoninstitute.edu.au/policies-procedures/).
- 16.2 The form submitted should provide clear and sufficient information about the grievance to assist with the assessment, investigation and determination process, including:
  - Description of the grievance incident, including date, location, persons involved
  - Outline of the steps taken to resolve informally (or reasons for not making a direct approach)
  - Proposed outcomes to settle the grievance
  - Documentation in support of the grievance or the proposed outcomes for resolution
- 16.3 Formal grievances should be lodged as soon as possible within ten working days after the attempt at informal resolution and no later than six months after the grievance incident, concern or behaviour occurred. Applications received later than the prescribed time will be considered by the Grievance Officer in accordance with 8.3 of the policy (see [8. Lodgements & Timeframes](#)).
- 16.4 A complainant may withdraw a grievance at any time during the resolution process by giving written notice to the Grievance Officer via mailbox [grievances@ikon.edu.au](mailto:grievances@ikon.edu.au).

## 17. Preliminary Assessment

- 17.1 The Grievance Officer will acknowledge receipt of the grievance via email within five working days of the date the grievance was received in the Grievances mailbox (Lodgement Date), having completed a preliminary assessment of the information received.
- 17.2 The preliminary assessment will determine whether the grievance can be investigated within the scope of the *Grievance & Appeals Policy* and that it was lodged within the prescribed timeframes:
  - a) Where a grievance is eligible for investigation and determination, the Grievance Officer will refer the grievance to an Investigating Officer. The acknowledgement will advise the Investigating Officer assigned to investigate and determine the grievance, explain the anticipated timeline and advise any other information relevant to the grievance for example, expectations for continued enrolment and the availability of support services.
  - b) Where the nature of the grievance is outside the scope of policy, or it was lodged outside the prescribed timeframe, the acknowledgement will explain why the matter cannot be investigated and advise the avenues for appeal.
- 17.3 If the Grievance Officer is unable complete the assessment due to insufficient or vague information, the acknowledgement will outline the areas of ambiguity and the information required to complete the preliminary assessment. The date the additional information is received will be considered the lodgement date.
- 17.4 The Grievance Officer will record the grievance in the Grievance & Appeals Register.
- 17.5 Where a grievance is being lodged against the Grievance Officer, or the Grievance Officer has a conflict of interest, the grievance will be referred to the Quality Assurance Manager. In this event, the Quality Assurance Manager will act as the Grievance Officer.

## 18. Investigation

- 18.1 In conducting the investigation, the Investigating Officer will engage in a range of activities to gather and test information relevant to the grievance. The investigation will be conducted with consideration for procedural fairness with each party being provided the opportunity to present their case. Confidentiality will be maintained at all times.
- 18.2 The Investigating Officer may refer the complainant to the appropriate support services during the formal resolution process. All relevant parties to the grievance may nominate a support person to accompany them during interviews or discussions.
- 18.3 If the Investigating Officer is unable to investigate the grievance due to insufficient information or clarity of information, the complainant will be advised in writing outlining the additional information required for investigation to continue. The date the additional information is received will be considered the lodgement date.
- 18.1 The Investigating Officer will conclude their investigation within fifteen working days of the Lodgement Date. If it is not possible to complete the investigation within the prescribed timeframe, the Investigating Officer will advise the complainant in writing explaining the reasons for the delay and the anticipated timelines for resolution.
- 18.2 The Investigating Officer will maintain a file of all correspondence and communication during investigation and determination proceedings (Investigation File).

## 19. Determination

- 19.1 When making their determination, the Investigating Officer will consider the following elements in relation to the grievance and the information gathered during the investigation:
- Were there issues of bias or pre-existing attitudes?
  - Was policy and/or procedure followed?
  - Was one party at an unreasonable disadvantage?
  - Was one party given an unreasonable advantage?
  - Is there sufficient evidence to reach a determination?
- 19.2 The Investigating Officer may call a conciliation meeting with relevant parties to the grievance to discuss the findings and agree a resolution:
- a) When a conciliation meeting reaches a mutually agreeable resolution, these outcomes will be communicated in writing to all parties involved and the matter will be considered closed.
  - b) When a conciliation meeting is held but no resolution is reached, the Investigating Officer will exercise independent judgement to make a decision. The parties involved will be advised in writing of the Investigating Officer's decision and the right to appeal.
- 19.3 Where the Investigating Officer concludes there was insufficient evidence to make a determination, the complainant will be advised in writing and the matter closed until further evidence can be provided. In such an event, the grievance will be re-opened.
- 19.4 Where the Investigating Officer determines the grievance is frivolous, vexatious or lacking substance, they may dismiss the grievance. The complainant will be advised in writing and the matter closed. In such an event, the complainant may choose to lodge an internal appeal against the decision.

## 20. Notification

- 20.1 In all cases, the Investigating Officer will provide written notification of the outcomes of the investigation (Grievance Outcome Letter) to the complainant via email within twenty days of the Lodgement Date. The Grievance Outcome Letter will advise the findings, recommendations for resolution, determination, reasons for the decision and the right to appeal.
- 20.2 The complainant must accept or decline any offer of resolution within five working days of the date of their Grievance Outcome Letter.
- c) If the complainant accepts the offer of resolution, they must sign and return a copy of the Grievance Outcome Letter to the Grievance Officer to acknowledge their understanding of any implications or actions to be taken. On receipt, the resolutions will be implemented.
  - d) If the complainant rejects the offer of resolution, they have the right to appeal the decision if they believe their grievance has not been adequately resolved. An 'Application to Appeal' form should be lodged within ten working days from the date of Grievance Outcome Letter.
- 20.3 Where the complainant is an international student and the decision may affect their ability to complete their course in the duration recorded in their Confirmation of Enrolment (CoE), Ikon will not report any changes to the Department of Home Affairs until the closure of the appeals window or the appeals process, whichever comes first.
- 20.4 The Investigating Officer will forward the investigation file, including a copy of the Grievance Outcome Letter, to the Grievance Officer to maintain as part of the formal record of the grievance. The Grievance Officer will record the outcome in the Grievance & Appeals Register.

## Stage 3: Appeal a Decision

### 21. Grounds for Lodging an Internal Appeal

- 21.1 An appeal may be made in the following instances where there is dissatisfaction with a decision made by Ikon, where it relates to :
- The determination or outcome of a grievance during the formal grievance process
  - An assessment, grade, recognition of prior learning, or academic misconduct
  - Cancellation or suspension of the enrolment of a domestic student due to unsatisfactory academic progression
  - Deferral, suspension or cancellation of the enrolment of an international student including release to another provider and the intention to report to the Department of Home Affairs for unsatisfactory academic progression
- 21.2 An appeal can be made on one or more of the following grounds:
- a) New evidence becomes available that could change the original outcome or decision
  - b) Determination was made without consideration of the evidence or procedural fairness
  - c) Evidence of bias, prejudice or a conflict of interest
  - d) Compassionate or compelling circumstances
  - e) Significant irregularity in the application of a policy, procedure or calculation

### 22. Lodging an Internal Appeal

- 22.1 An internal appeal can be initiated by lodging an 'Application for Appeal' with the Grievance Officer via mailbox [appeals@ikon.edu.au](mailto:appeals@ikon.edu.au). An 'Application for Appeal' can be downloaded from the Policies & Procedures section of the institutional website at [ikon.edu.au/policies-procedures/](http://ikon.edu.au/policies-procedures/).
- 22.2 The application should provide sufficient information about the decision to assist with the investigation and hearing process, including:
- Description of the matter/decision, including date, location and persons involved
  - Grounds for appeal and reasons why the decision and/or penalty was unfair
  - Details of the outcomes sought to settle the matter
- 22.3 The application should include references to policy, guides and subject outlines (as applicable), and attach the new evidence or evidence confirming compassionate and compelling circumstances etc.
- 22.4 Appeals must be lodged within ten working days of the decision. Under the ESOS Act, international students have twenty working days to lodge an appeal against a decision relating to the deferral, suspension or cancellation of their enrolment including the intention to report for unsatisfactory academic progression. Applications received later than the prescribed time will be considered by the Grievance Officer in accordance with 8.3 of the policy (see [8. Lodgements & Timeframes](#)).
- 22.5 An appellant may withdraw an appeal application at any time during the resolution process by giving written notice to the Grievance Officer via mailbox [appeals@ikon.edu.au](mailto:appeals@ikon.edu.au).



## 23. Preliminary Assessment

- 23.1 The Grievance Officer will acknowledge receipt via email and convene an Appeals Panel within five working days of the appeal application being lodged (see [24. Appeals Panel](#) for composition).
- 23.2 The Appeals Panel Chair will review the application within ten working days of lodgement and make one of the following determinations:
- Where application meets the grounds for appeal under the *Grievance & Appeals Policy*, the Appeals Panel Chair will accept the appeal for hearing and determination (see [25. Acceptance of an Appeal Application](#) for more information).
  - Where the nature of the appeal is outside the scope of the *Grievance & Appeals Policy*, or the application was lodged outside the prescribed timeframe, the appeal will be denied and the acknowledgement will explain why the matter cannot be heard.
- 23.3 Where the application provides new evidence to a formal grievance, the Appeal Panels Chair will refer the appeal to the Investigating Officer for reconsideration. The Investigating Officer will consider the new evidence and will confirm, vary or substitute the original decision. The appellant will be advised of the decision in writing within ten working days.
- 23.4 If the Appeals Panel Chair is unable complete the assessment due to insufficient or vague information, the acknowledgement will outline the areas of ambiguity and the information required to complete the preliminary assessment. The date the additional information is received will be considered the lodgement date.
- 23.5 The Grievance Officer will record the appeal in the Grievance & Appeals Register.

## 24. Appeals Panel

- 24.1 The Appeals Panel will comprise of three persons, each of whom has had no prior involvement in the matter being heard for example, the Dean, a Head of Faculty and a Senior Academic Staff Member. Other members may be invited appropriate to the matter. The Panel will appoint a Panel Chair.
- 24.2 All members of the Appeals Panel are required to declare any perceived conflicts of interest. Where a conflict of interest exists, the member will be required to withdraw from hearing the matter and the Appeals Panel Chair will nominate an alternate.
- 24.3 The Appeals Panel will hear the appeal within ten working days of the appeal being lodged in accordance with the procedures detailed below.

## 25. Acceptance of an Appeal Application

- 25.1 Where the appeal is accepted for hearing and determination, the Grievance Officer will write to the appellant and relevant parties to the appeal within five days of lodgement, advising the following:
- Accepted grounds for appeal
  - Date, time and location of the appeal hearing (which will be not less than ten working days from date of the written notification)
  - Deadline for the submission of any additional evidence by any relevant party (which must be no later than ten working days prior to the hearing date)
  - Right of all parties to bring a support person of their choosing (cannot be a legal practitioner)
- 25.2 The Grievance Officer will forward the evidence and associated documentation to all parties to the hearing no later than five working days before the hearing date.

## 26. Hearing

- 26.1 The Appeals Panel Chair is responsible for conducting the appeal proceedings with consideration for the circumstances of the matter and the principles of natural justice and procedural fairness.
- 26.2 In the course of the hearing, the Appeals Panel has the authority to consult with staff, students and other third parties on matters pertaining to the case. Confidentiality will be maintained at all times.
- 26.3 All parties to the appeal will be provided the opportunity to address the Appeals Panel, and their support person may assist them to state their case.
- 26.4 Any party to the appeal may request an adjournment. The Appeals Panel will consider any such request and determine as the Panel sees fit to meet the circumstances of the request and the requirements of natural justice.

## 27. Decision by the Appeals Panel

- 27.1 The Appeals Panel may determine the appeal on the same day as the hearing or may reserve its decision to a later date.
- 27.2 In making a determination, the Appeals Panel will establish the facts as far as it is possible to do so and consider the evidence presented at the hearing. The decision of the Appeals Panel will be by a majority vote, with each member of the Panel entitled to one vote. If necessary, the Appeals Panel Chair will have the casting vote and the decision of the Appeals Panel will be final.
- 27.3 The Appeals Panel will make their decision within five working days of the hearing. The Panel may:
  - Confirm the original decision
  - Vary the original decision
  - Set aside the original decision and make a substitute decision
- 27.4 In all cases, the Appeals Panel Chair will work with the Grievance Officer, to provide a written communication (the Appeal Outcome Letter) to the appellant and parties to the appeal advising the outcome, the reasons for the decision and the right to external appeal.

## 28. Enforcement of the decision

- 28.1 The Appeals Panel Chair will ensure that actions arising from the decision of the Appeals Panel are taken within the timescale identified in their written determination and will report any failure to complete actions to the Academic Board.
- 28.2 The Appeal Panel Chair will forward the hearing file, including a copy of the Appeal Outcome Letter, to the Grievance Officer to maintain as part of the formal record of the appeal. The Grievance Officer will record the outcome in the Grievance & Appeals Register.

## Stage 4: External Independent Review

### 29. Domestic Students

29.1 If the appellant is dissatisfied with the decision of the Appeals Panel, or the internal appeals process, they may elect for the matter to be resolved through external mediation. The external mediation and dispute process will be facilitated by Resolution Institute, the national association of dispute resolvers. Ikon is a member of the Student Mediation Scheme.

29.2 Appellants who wish to lodge an external appeal for mediation should contact the Resolution Institute directly and they will refer them to a suitable mediator to begin the process of dispute resolution:

Resolution Institute Head Office  
Level 1, 13-15 Bridge Street  
Sydney NSW 2000

☎ Toll-Free 1800 651 650

☎ International +612 9251 3366

✉ [infoaus@resolution.institute](mailto:infoaus@resolution.institute)

🌐 [www.resolution.institute](http://www.resolution.institute)

29.3 The resolution referral service offered by the Resolution Institute is free of charge. The external mediator may charge a fee for their service which is to be borne by the appellant. Ikon will reimburse these costs if the recommendations of the external mediator are found in the appellant's favour.

29.4 The appellant may ask another person to accompany them to external mediation meetings. The support person cannot be a legal practitioner and may only speak at the mediator's discretion.

29.5 Ikon agrees to participate in the mediation process and be bound by the recommendations of the external mediator. The Dean and CEO will ensure recommendations are actioned in a timely manner.

29.6 If an appeal still remains unresolved after the external mediation and dispute resolution process, the appellant may decide to refer the matter to an external agency, such as the Administrative Appeals Tribunal, or local State and Territory Ombudsman or Consumer Protection Agency.

### 30. International Students

30.1 International students who wish to lodge an external appeal against a decision by the Appeals Panel may contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for international students who wish to lodge an external appeal against a decision made by their higher education provider.

Overseas Student Ombudsman  
GPO Box 442  
Canberra ACT 2601

☎ Toll-free call 1300 362 072

🌐 [www.ombudsman.gov.au/contact](http://www.ombudsman.gov.au/contact)

### 31. Publication

31.1 This policy is to be published and provided to students, prospective students and staff on the Ikon Institute of Australia website [www.ikon.edu.au](http://www.ikon.edu.au) to ensure that each group has access to up-to-date and accurate information.

## Policy Information & History

Policy Category	Academic, Quality Assurance
Policy ID	QU009A
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Endorsed by	Teaching & Learning Committee
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Government Legislation	Tertiary Education Quality and Standards Agency Act 2011 Higher Education Standards Framework (Threshold Standards) 2015 Higher Education Support Act 2003 National Vocational Education and Training Regulator Act 2011 Education Services for Overseas Students Act 2000
Responsible Officers	Dean

Sources:	In developing the resolution framework, Ikon considered the following documents:  Commonwealth Ombudsman (2016). <i>Complaints Handling at Universities: Australasian Best Practice Guide</i> . Accessed via <a href="https://www.ombudsman.gov.au/_data/assets/pdf_file/0019/37351/University-Complaints-Handling-Guidelines-April-2016.pdf">https://www.ombudsman.gov.au/_data/assets/pdf_file/0019/37351/University-Complaints-Handling-Guidelines-April-2016.pdf</a>  Tertiary Education Quality and Standards Agency (2019). <i>Guidance Note: Grievance and Complaints Handling</i> . Accessed via <a href="https://www.teqsa.gov.au/sites/default/files/guidance-note-grievance-and-complaint-handling-v1-1-web.pdf?v=1581308537">https://www.teqsa.gov.au/sites/default/files/guidance-note-grievance-and-complaint-handling-v1-1-web.pdf?v=1581308537</a>
Benchmarking:	External referencing activities were conducted against comparable providers and best practice using publicly available information, including Western Sydney University, Victoria University, Griffith University, Kaplan Business School and Canberra University

