

STUDENT COMPLAINT POLICY

1. Principles

The internal complaints handling process of Youmandarin (hereafter referred to as "YM") is guaranteed to be timely, fair, flexible, confidential, and clear.

Complaints that arise through this process shall be monitored and there shall be systematic procedures for any lessons that have been learnt from the complaint.

Staff dealing with complaints process shall have authority and management support that are necessary to carry out the process effectively. The people involved in responding to, investigating or adjudicating upon complaints or appeals must be impartial, and must not act in any manner in which they have a material interest or in which there may be any potential conflict of interest.

It is essential that complainants recognize that the system is fair and impartial. Students making complaints shall not be disadvantaged in their program of study, through lodging a complaint in good faith, regardless of the outcome of the complaint.

2. Scope and definitions

A "complaint" is defined as any specific concern you have about the provision of your program of study or related service. This procedure applies to

- complaints from YM registered students.
- complaints related to YM faculty and tuition provided
- complaints related to accommodation provided by YM
- complaints related to any other services provided by YM

This procedure doesn't apply to complaints from staff.

Students should lodge their complaint in writing within **five working days** of the incident complained of, or the matter may not be heard unless the student is able to demonstrate extenuating circumstances.

3. Informal stage

Complaints should be raised firstly with those directly involved, which shall mean that these discussions happen at the center where the student is learning. Any complaints should first be taken up with the student's Course Consultant. Such action can often result in a speedy resolution of the matter without the need for formal proceedings. Students are encouraged to take these options. Only if complaints are not satisfactorily resolved at the informal stage should they proceed to the formal stages.

4. Formal stage

All complaints that proceed to the formal stage and beyond shall be dealt with on the basis of written submissions. All complaints shall be acknowledged within **five working days** of receipt and complainants advised as to how their complaint shall be handled and by whom. Complaints are usually best resolved as close to source as possible, therefore there shall be a presumption towards resolving complaints at a local level. In certain circumstances, it may be appropriate to resolve complaints by speaking directly or by telephone with the complainant. In such instances a written record of the conversation shall be kept and the outcome confirmed to the complainant **in writing within two working days of that conversation.**