

STUDENT COMPLAINTS AND APPEALS PROCEDURE

Reference: PRO-041
Status: Active
Classification: Academic
Approved Date:
Review Date: Sept 2025
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Procedure	<ol style="list-style-type: none">1. General<ol style="list-style-type: none">1.1. This procedure supports BPP Institute's Student Complaints and Appeals Policy and outlines the process to developing and maintaining an effective, timely, fair and accessible system.2. Informal Complaints Handling<ol style="list-style-type: none">2.1. Students are encouraged to raise the matter informally with their lecturer, administrative staff or the Chief Executive Officer. The outcome of any informal complaint will not be kept on the student's file unless requested by the student. An informal complaint must be responded to within 10 working days of receipt of the informal complaint2.2. If the complaint cannot be resolved informally, then the student may lodge a formal complaint using the Student Complaints Form.3. Formal Complaints Handling<ol style="list-style-type: none">3.1. Students may raise any matters of concern relating but not limited to teaching and learning, assessment, the quality of teaching, student support, student facilities, discrimination, sexual harassment and other issues that may arise; by completing the Student Complaints Form.3.2. The Student Complaints and Appeals Policy and Procedure and the Student Complaints Form are available on the BPP Institute website. The Student Complaints Form is also available from reception.3.3. All complaints will be handled professionally and confidentially in order to achieve a satisfactory resolution. All staff will ensure they comply with the Privacy and Personal Information Policy.3.4. Complaints will be referred to the relevant manager. If the complaint is in respect of the manager or if the manager is deemed to be conflicted in investigating their own team, the complaint will be referred to the Chief Executive Officer.3.5. All formal complaints should be lodged in writing (Student Complaint Form) by the student and the resolution process will commence within 10 working days of the lodging of the formal complaint.3.6. The complaint will be resolved fairly and equitably and at the earliest possible time. BPP Institute endeavours to make a decision regarding a complaint or appeal within 45 days. If, due to unforeseen circumstances (e.g. staff on leave), an investigation cannot be concluded within 45 days, BPP Institute will keep the
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	<p>student informed of the status of the matter and the reasons for any delay.</p> <p>3.7. Any timeframes in this policy may be extended with the written agreement of both parties.</p> <p>3.8. If there is any matter arising from a student complaint that is a systemic issue which requires improvement action, the complaint will be reported to the CEO who will ensure that such improvement action is taken as part of the continuous improvement process.</p> <p>3.9. The outcome of the complaint, including reasoning for the decision will be provided in writing to the student within 5 working days of a decision being reached. The student will be advised that they may appeal the outcome in the letter.</p> <p>3.10. The complaint will be documented in the Complaints Register. The staff member handling the complaint must send all forms and evidence to the Appeals Panel secretariat, who maintains the Complaints Register.</p> <p>4. Sexual Assault and Sexual Harassment Complaints and Appeals</p> <p>4.1. Complaints regarding sexual assault or sexual harassment incidents will be assessed according to the processes under this procedure and reinforced by the principles stipulated in the Sexual Assault and Sexual Harassment Policy and Procedure.</p> <p>4.2. Complaints made under this section are thoroughly assessed with expediency and supersedes the 10 working days requirement stipulated in sections 2 and 3 under this procedure. However, BPP Institute staff will assess the complaints made under this procedure with the same standard of care and fairness as necessary.</p> <p>4.3. Regardless of the form of complaint (whether formal or informal), the Student Experience Team and the Chief Executive Officer shall immediately provide the student complainant with the necessary support and services as stipulated in the Sexual Assault and Sexual Harassment Policy and Procedure.</p> <p>4.4. Students may withdraw their complaints or appeals at any time or pursue the matter as far as they are willing in accordance to the Sexual Assault and Sexual Harassment Policy and Procedure.</p> <p>4.5. Students are entitled to appeal the decision made by BPP Institute in accordance to section 5 of this procedure. However, due to the sensitive nature of this such incidents, students may request for the appeal to be expedited and BPP Institute administration may waive the 10-working day period.</p>
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4.6. Students may contact the legal services listed in section 5 at any time during the assessment of their complaints or appeals.

5. Appeals Handling

5.1. A student initiates the appeals process, by completing the Student Appeals Form. This form is available on the BPP Institute website, or on request from reception.

5.2. The appeal phase must commence within 10 working days of the appeal being lodged in writing. A decision regarding an appeal must be made within 45 days. This timeframe may be extended with the written agreement of both parties.

5.3. The outcome of the formal internal appeal and resolution will be recorded in writing and signed and dated by the Appeals Panel and placed in the student's file in the Student Management System and recorded in the Appeals Register.

5.4. The Chair of the Appeals Panel will ensure that the outcome of the appeal and the reasoning behind it is conveyed to the student through written communication within 5 working days from the date of resolution. All appeal outcomes are deemed final.

5.5. BPP Institute will advise the student of their right to access an external appeals process. The student may request BPP Institute assist them in an appeal to an external body.

5.6. Nothing in this procedure stops a student from pursuing other legal or dispute remedies. Students may contact:

a. **Commonwealth Ombudsman**

Call: 1300 362 072 within Australia

Outside Australia call +61 2 6276 0111

[Online Complaint Form](#)

<http://www.ombudsman.gov.au/contact-us>

- The Commonwealth Ombudsman will investigate complaints about action taken by private providers in connection with overseas students. The Commonwealth Ombudsman only investigates complaints that relate to administrative actions or decisions made by the provider and the related processes, not about broader educational quality issues.
- The Commonwealth Ombudsman website outlines the process for making a complaint. There is no charge for lodging an external appeal with the Commonwealth Ombudsman. BPP Institute will cooperate with any Commonwealth Ombudsman investigation and supply all requested documentation within the required timeframe.

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b. Students may also contact the following external agencies:

Provider	Cost	Contact
Dispute Settlement Centre (VIC)	Free	4/456 Lonsdale St, Melbourne VIC 3000 https://www.disputes.vic.gov.au/about-us/contact-us Call: 1300 372 888
Victoria Legal Aid	Free	570 Bourke St Melbourne VIC 3000 https://www.legalaid.vic.gov.au/ Call: 1300 792 387
Study Melbourne Student Centre	Free	17 Hardware Ln, Melbourne VIC 3000 Email: info@studymelbourne.vic.gov.au Call: 1800 056 449
Inner Melbourne Community Legal Centre	Free	Unit 2/508 Queensberry St, North Melbourne VIC 3051 Call: 9328 1885
Southport Community Legal Service	Free	154 Liardet St, Port Melbourne VIC 3207 https://www.southportcls.com.au/appointm ml Call: 9646 6066

- 5.7. Following the receipt of the outcome of the investigation by the external body, BPP Institute will implement the decision and place a copy of the documentation on the student file in the Student Management System.
- 5.8. All services are independent and impartial. The student will be provided with the outcome by the Commonwealth Ombudsman or any of the external agencies listed in the table above.
- 5.9. BPP Institute will maintain the student's enrolment while the appeal process is ongoing. That is, BPP Institute will not report the student to the Department of Home Affairs via the Provider Registration and International Student Management System (PRISMS) or cancel the student's enrolment until the complaints and appeals process is resolved.

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	<p>5.10. The student may access and receive the outcome of only one external appeal process before BPP Institute will report the student.</p> <p>6. Withdrawn appeals</p> <p>6.1. A student can withdraw a lodged appeal at any time in the appeal process by contacting BPP Institute’s appeals contact email address, or in writing at BPP Institute reception.</p> <p>6.2. If a lodged appeal can be resolved internally in the student’s favour before being presented to the Appeals Panel, then the appeal will be deemed withdrawn by BPP Institute and the student will be notified of this withdrawn outcome.</p> <p>6.3. In the case of a BPP Institute instigated withdrawn appeal, the student has the option of requesting the appeal continue in the process and be heard by the Appeals Panel by responding within 7 days of the withdrawn outcome in writing, clearly indicating this request.</p> <p>7. Recordkeeping</p> <p>7.1. All completed complaints and appeals forms and outcome decisions under the policy will be maintained for a period of at least 5 years to allow all parties to the complaint or appeal appropriate access to these records.</p> <p>All records and outcome letters will be saved in the Student Management System under the individual student file.</p>
<p>Related Documents</p>	<p>Assessment Policy Attendance and Academic Progress Policy Attendance and Academic Progress Procedure Privacy and Personal Information Policy Privacy and Personal Information Procedure Fees, Charges and Refunds Policy Fees, Charges and Refunds Procedure Sexual Assault and Sexual Harassment Policy Sexual Assault and Sexual Harassment Procedure Student Appeals Form Student Code of Conduct Policy Student Code of Conduct Procedure Student Complaints and Appeals Policy Student Complaints Form</p>
<p><i>For Administrative Use Only</i></p>	

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Responsible Officer	Chief Executive Officer
Contact Officer/s	Chief Executive Officer
Approved by	Chief Executive Officer
Definitions	See BPP Institute's Glossary of Terms and Acronyms

Version History

Version No.	Approval Date	Amendment/s
1.	May 2025	First iteration <ul style="list-style-type: none">• For BPP Institute

