

STUDENT COMPLAINTS AND APPEALS POLICY

Reference: POL-041
Status: Active
Classification: Board
Approved Date:
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Purpose	The purpose of this policy is to ensure BPP Institute has an effective, timely, fair and accessible complaints and appeals system.
Scope	This policy applies to prospective and current students of BPP Institute. It may also be used by former students whose enrolment ended no more than six months before the date of the complaint or appeal was lodged. This policy also applies to staff dealing with student complaints.
Policy Principles	<p>1. General</p> <p>1.1. BPP Institute is committed to developing and maintaining an effective, timely, fair and accessible complaints and appeals system about matters or issues relating to the student experience at BPP Institute.</p> <p>1.2. Complaints are an expression of dissatisfaction over any actions or decisions made by BPP Institute.</p> <p>1.3. Appeals are made in response to official decisions made by BPP Institute and should be considered the last internal option following the outcome of a formal complaint (i.e. wherever possible, all matters should go via a complaint handling process prior to an appeal being lodged).</p> <p>1.4. The aims of this policy are to ensure that:</p> <ul style="list-style-type: none">a. Complaints and appeals are resolved promptly, fairly, and objectively with sensitivity and in confidence;b. Complaints and appeals are dealt with in accordance with the principles of 'natural justice';c. Nothing in this policy shall prevent or curtail a student's right to escalate an issue to the Ombudsman (Commonwealth, state or territory) at any time;d. Each complaint or appeal is handled with an open mind, without prejudice arising from past issues with the student;e. Staff members handling complaints report any conflict of interest to the CEO, such as a relationship with the student or other personal interest;f. When a student complaint is about a staff member, a different staff member will investigate the complaint to ensure independence;g. The complaints or appeals handling system that is in place is student oriented and helps BPP Institute to prevent recurrences. Complaints and appeals are viewed as an opportunity to improve and amend operations, procedures and policies;

- h. The student may formally present their case to BPP Institute and be accompanied and assisted by a support person at any relevant meetings. There are no costs associated with making a complaint that is handled internally. Costs may be associated with taking a matter further to an external body;
- i. The student may have a support person present at any meeting. If the support person is a member of the Appeals Panel, that person will be non-voting;
- j. Students are fully informed of their rights to lodge a complaint or appeal;
- k. Students will not be subject to discrimination or retaliation as a result of raising or lodging a complaint;
- l. Responsibility for investigating and handling complaints regarding:
 - Deferrals, suspension or cancellation from a course or unit is with the Chief Executive Officer or delegate;
 - Campus and facilities-related complaints are with the Chief Executive Officer or delegate;
 - Academic complaints are with the Dean or delegate;
 - Financial complaints are with the Chief Executive Officer or delegate;
 - Systemic issues requiring improvements to current policy and/or procedure will be reported to the Chief Executive Officer or delegate;
- m. BPP Institute provides an avenue for appeal if a complainant is not satisfied with the outcome or the handling of their complaint;
- n. All appeals will be investigated and handled by the Appeals Panel;
- o. All formal complaints and appeals will be recorded, including their outcomes, in the student's file on the Student Management System and in the complaints or appeals registers;
- p. Complaints may be made in relation to any of BPP Institute's services, teaching and learning and decisions on issues such as, but not limited to:
 - the enrolment process,
 - education agents,
 - campus resources and facilities,
 - teaching and learning facilities,
 - staff,

- library resources,
- academic results,
- course progress status,
- academic misconduct either as an individual or group,
- the way a student has been treated or believes themselves to have been treated, including allegations of harassment, bullying and/or discrimination,
- sexual assault and sexual harassment,
- fees and refunds,
- deferrals, suspension or cancellation.

2. Information about Complaints and Appeals at BPP Institute

- 2.1. This policy, the associated procedure and the student complaints and appeals forms are published on the BPP Institute website and accessible to all students.
- 2.2. Students may also obtain forms from reception and through requests by email, mail or telephone.

3. Informal Complaints

- 3.1. Students are encouraged to raise matters of concern informally initially with relevant staff. All informal complaints will be responded to promptly to ensure an effective resolution.
- 3.2. Students may choose to escalate the issue and lodge a formal complaint at any time.
- 3.3. Students also have the opportunity to raise matters of concern via:
 - a. focus groups;
 - b. student representatives;
 - c. feedback and suggestions boxes on campus;
 - d. student feedback surveys.

4. Formal Complaints

- 4.1. All formal complaints will be responded to efficiently to ensure an effective resolution within a reasonable timeframe, as per the Student Complaints and Appeals Procedure.

5. Sexual Assault and Sexual Harassment Complaints and Appeals

- 5.1. BPP Institute will assess informal and formal complaints under this section with the same principles of fairness and standard of care as other complaints and appeals. However, due to the sensitive nature and urgency of the nature of such incidents,

students may request for an expedited assessment of their complaints and appeals.

- 5.2. Students are encouraged to report any sexual assault or sexual harassment incidents directly to the Student Experience staff and/or the Chief Executive Officer.
- 5.3. BPP Institute will not disclose information regarding the complaint without the express permission of the complainant. Furthermore, complaints and appeals under this section will be treated with utmost care and attention to safeguard the privacy and confidentiality of all parties involved in the matter.
- 5.4. Wilful and reckless disclosure of information under this section will result in disciplinary action under the discretion of the Chief Executive Officer.

6. Lodgement of an Appeal

- 6.1. The student must lodge the appeal in writing (Student Appeals Form) within 20 working days from receipt of BPP Institute's outcome notification of a decision.
- 6.2. The student must lodge the appeal in detail, and where appropriate provide sufficient and relevant evidence relating to the ground(s) for appeal to enable investigation.

7. Internal Appeals

- 7.1. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by BPP Institute. Initially all appeals first go to the responsible officer to consider, and then, if needed, an Appeals Panel will convene to manage the appeal.
- 7.2. The responsible officer will make an initial assessment of the appeal on the basis of all available evidence provided by the appellant and the Institution. Unless there has been an obvious error made by the Institution in its response to the initial complaint that resulted in an appeal being lodged, or the responsible officer believes on reasonable grounds that the appeal should be granted, the responsible officer will convene an Appeals Panel to assess the appeal in detail.
- 7.3. A current student's enrolment must be maintained whilst an appeal is in progress and the outcome has not been finalised.
- 7.4. Past students who are not enrolled currently, may appeal a matter that occurred during their enrolment providing they do so within 6 months of leaving BPP Institute.

- 7.5. A student may appeal a decision that has been made in line with institutional policies, however, sufficient evidence must be provided to allow the Appeals panel scope to consider overruling any decision that has been made in line with policy.

8. Appeals Panel Membership

- 8.1. Membership of the panel will be decided by the Chief Executive Officer who will appoint a Chair and a Secretariat for each meeting.
- 8.2. The composition of the Appeal Panel must ensure adequate expertise in the assessment of each appeal;
- 8.3. There should be a minimum of three staff members on each Appeal Panel.
- 8.4. Each voting panel member has equal voting rights and the decision of the Panel is determined by a majority decision;
- 8.5. A quorum consists of half the voting members;
- 8.6. In the event of a tied vote the Chair will have the deciding vote;
- 8.7. A member of the Panel may not vote on an appeal if they:
- have any conflict of interest,
 - have assisted the student in preparing the appeal,
 - have counselled the student regarding any issue which may be presented as evidence in the appeal,
 - are the subject of the initial complaint,
 - have been involved in making any decision which is being appealed;
- 8.8. It is the responsibility of Appeals Panel members to advise the Chair if they believe they should not hear an appeal in accordance with section 8.6. The Chair has the discretion to prevent an Appeals Panel member from hearing and voting on an appeal if the Chair believes that a member would be in breach of section 8.6;
- 8.9. The secretariat will attend and record each meeting of the Appeals Panel;
- 8.10. The secretariat will notify the student of the outcome and will save the letter in the student management system and the Appeals Register;
- 8.11. The Appeals Panel is bound to:
- Adhere to the principles of natural justice,
 - Hear all evidence impartially,
 - Make a decision on the evidence before it whilst considering Institutional policies, procedures and prior decision-making outcomes,

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	<p>d. Preserve the academic integrity of courses and standards on behalf of BPP Institute.</p> <p>e. Maintain the confidentiality of information made available at the meeting and of the Appeals Panel decisions.</p> <p>9. External Appeals</p> <p>9.1. Students are entitled to seek to resolve any dispute by exercising their rights to other legal and dispute remedies.</p> <p>The Student Complaints and Appeals Procedure contains further information about external appeals.</p>
Related Documents	<p>Assessment Policy Attendance and Academic Progress Policy Attendance and Academic Progress Procedure Deferring, Suspending or Cancelling International Student's Enrolment Policy Deferring, Suspending or Cancelling International Student's Enrolment Procedure Fees, Charges and Refunds Policy Fees, Charges and Refunds Procedure Privacy and Personal Information Policy Privacy and Personal Information Procedure Sexual Assault and Sexual Harassment Policy Sexual Assault and Sexual Harassment Procedure Student Academic Integrity and Misconduct Procedure Student Appeals Form Student Code of Conduct Policy Student Code of Conduct Procedure Student Complaints Form Student Complaints and Appeals Procedure Transfers Between Registered Providers Policy Transfers Between Registered Providers Procedure</p>
<i>For Administrative Use Only</i>	
Responsible Officer	Chief Executive Officer
Contact Officer/s	Chief Executive Officer

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Approved by	Board of Directors
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

