



National Ballet and Drama Schools

Complaints and Appeals Policy & Procedure

1. Policy

This policy/procedure supports The National Ballet and Drama Schools to provide a process for complaints and appeals to be heard and actioned. All complaints and appeals received by National Theatre Melbourne Schools will be viewed as an opportunity for improvement.

Despite all efforts of The National Ballet and Drama Schools to provide satisfactory services to its students, complaints may occasionally arise that require formal resolution. The following procedures provide students with the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions that attempt to satisfy all parties involved. This complaints and appeals process will be at no cost to the student (unless referred to a third party; see procedure for more details).

2. Procedure

The complaints and appeals policy and procedure and applicable form are made available to all students and potential students by directly contacting The National Ballet and Drama Schools, through The National Ballet and Drama Schools' website, and within the student information handbook.

2.1 General Complaints

Where possible all non-formal attempts shall be made to resolve the issue. This may include advice, discussions, and general mediation in relation to the issue and the student's issue. Any staff member can be involved in this informal process to resolve issues but once a student has placed a formal complaint / appeal the following procedures must be followed:

Any student, potential student, or third party may submit a formal complaint to The National Ballet and Drama Schools with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process unless it is referred to a third party.

Complainants have the right to access advice and support from independent external agencies/persons at any point in the complaint and appeals process. Use of external services will be at the complainant's cost unless authorised by the CEO.

Any person wishing to submit a formal complaint or appeal can do so by completing the ['Complaints and Appeals Form'](#) and state their case providing as many details as possible.

All formally submitted complaints or appeals are submitted to the Head of Schools Administration, or directly to the CEO. Complaints are to include the following information:

- Submission date of complaint
- Name of complainant;
- Nature of complaint;
- Date of the event which led to the complaint
- Attachments (if applicable)

Once a formal complaint is received it is to be entered into the 'Complaints and Appeals Register' which is monitored by the CEO regularly. The information to be contained and updated within the register is as follows:

- Submission date of complaint
- Name of complainant
- Description of complaint/appeal
- Determined Resolution
- Date of Resolution

A student may be assisted or accompanied by a support person regardless of the nature of the issue or complaint throughout the process at all times.

The CEO shall then refer the matter to the appropriate staff to resolve, or make a decision on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.

Once a decision has been reached the CEO shall be required to inform all parties involved of any decisions or outcomes that are concluded in writing. Within the notification of the outcome of the formal complaint, the students shall also be notified that they have the right of appeal. To appeal a decision The National Ballet and Drama Schools must receive, in writing, grounds of the appeal. Students are referred to the appeals procedure.

The CEO shall ensure that The National Ballet and Drama Schools will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the student, the registered provider must immediately implement any decision and/or corrective and preventive action that is required, and advise the student of the outcome.

Copies of all documentation, outcomes and further action required will be placed into the 'Complaints and Appeals Register' by Student Administration and on the students' file.

2.2 Appealing a Decision – Internal Appeals

All students have the right to appeal decisions made by The National Ballet and Drama School where reasonable grounds can be established. The areas in which a student may appeal a decision made by The National Ballet and Drama Schools may include:

- Assessments conducted
- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment
- Or any other conclusion/decision that is made after a complaint has been dealt with by The National Ballet and Drama Schools in the first instance.

To activate the appeals process the student is to complete a 'Complaints and Appeals Form' which is to include a summary of the grounds the appeal is based upon. The reason the student feels the decision is unfair is to be clearly explained and help and support with this process can be gained from Student Administration.

Students have a minimum of 28 days to initiate an appeal/grievance process before the cancellation or deferment of enrolment takes effect.

The CEO will then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.

The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.

The CEO will ensure The National Ballet and Drama Schools act on any substantiated appeal.

Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed:

General appeals

- Where a student has appealed a decision or outcome of a formal complaint they are required to notify The National Ballet and Drama Schools in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.
- The appeal shall be lodged through Schools Administration and they shall ensure the details of the appeal are added to the 'Complaints and Appeals Register'.

- The CEO will be notified and shall seek details regarding the initial documentation of the complaint and shall make a decision based on the grounds of the appeal.

- The student will be notified in writing of the outcome with reasons for the decisions, and the 'Complaints and Appeals Register' updated. The student will also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify The National Ballet and Drama Schools if they wish to proceed with the external appeals process.

Assessment appeals

- Where a student wishes to appeal an assessment they are required to notify their Director in the first instance. Where appropriate the Director may decide to re-assess the student to ensure a fair and equitable decision is gained. The Director will complete a written report regarding the reassessment outlining the reasons why the assessment was or was not granted.

- If this is still not to the student's satisfaction, the student can formally lodge an appeal by submitting a written letter outlining their reasons for the appeal. They will lodge this with student administration department using the [Complaints and Appeals Form](#) and the appeal will be entered into the 'Complaints and Appeals Register.'

- The CEO will be notified and shall seek details from the Director involved and any other relevant parties. A decision will be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. The third party will be another Director or appropriately qualified assessor appointed by The National Ballet and Drama Schools.

- The student will be notified in writing of the outcome with reasons for the decision, and the 'Complaints and Appeals Register' updated. The student will also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify The National Ballet and Drama Schools if they wish to proceed with the external appeals process

2.3 Further steps & information

International Students External Appeal

In addition to the above processes International students enrolled with The National Ballet and Drama Schools can lodge an external appeal with the [Commonwealth Ombudsman](#).

Where The National Ballet and Drama Schools is informed that the student has accessed external appeals processes The National Ballet and Drama Schools will maintain a student's enrolment until the external appeal process is finalised.

The National Ballet and Drama Schools will comply with the findings of the external appeals process.

Where a decision or outcome is in favour of the student, The National Ballet and Drama Schools will follow the required action and recommendation from The Overseas Ombudsman to satisfy the student's grievance as soon as practicable.

The decision of this independent mediator is final and any further action the student wishes to take is outside The National Ballet and Drama Schools policies and procedures. The student shall be referred to the appropriate government agencies and this information can be gained from the CEO.

For all students:

Contact the Australian Skills Quality Authority (ASQA) if you have a complaint about the quality of the course.

ASQA's contact details are:

Phone: Call the **ASQA info line** on **1300 701 801** between 9.00 am and 7.00 pm Eastern Standard Time, Monday to Friday.

If you need an interpreter, please call the Translating and Interpreting Service (TIS National) on **131 450** and **ask them to telephone the Australian Skills Quality Authority** on **1300 701 801**, between 9.00 am and 7.00 pm EST, Monday to Friday.

Post: ASQA's postal address is GPO Box 9928, Melbourne, VIC, 3001.

ASQA offices

- Melbourne: Level 6 595 Collins Street
- Brisbane: Level 7 215 Adelaide Street
- Sydney: Level 10 255 Elizabeth Street
- Canberra: Ground Floor 64 Northbourne Avenue Canberra City.

Information about what ASQA will do after it receives your complaint is available on [ASQA's Website](#)