Kingsley Community Complaint and Appeals Policy

Kingsley Community study has been established to prepare men and women for Christian ministry. In seeking to model Christ's behaviour, the Kingsley Community network values the views of all its students, Trainers, Assessors, Coordinators and stakeholders. All feedback is welcome and openness and honesty is valued. Our intent is that any complaints or appeals are managed fairly, efficiently and effectively. A clear process has been implemented to manage complaints and appeals.

Our policy is to identify the cause of the complaint and to take any corrective action necessary to prevent their recurrence.

Complaints and Appeals:

For appeals relating to specific assessment results, see ‘Assessment Appeals’.

For all other matters including discipline, finances, and interpersonal issues, the following steps apply

1. Students need to feel free to discuss any issues about any part of their training with their trainers.
2. If the issue cannot be resolved informally in these initial discussions, the student should lodge a formal complaint or appeal. This is done by completing and submitting a Complaint or Appeal form, available from the Kingsley Australia website or from the Kingsley Australia office on the above contact details. The form must be submitted within 20 days of the initial complaint/appeal.
3. Once the student completes the first complaint or appeal form, they must submit the form to the Principal of Kingsley Australia. The complaint or appeal will then commence being acted upon by the Principal of Kingsley Australia within 10 working days, with the aim of finalizing the process as soon as practicable. Kingsley Australia will forward a copy of the complaint to ACOM (Our Partner College) within 5 working days of receiving it.
4. As the Principal processes the complaint, the student has the opportunity to formally present their case to the Principal. This is at no cost.
5. If a student chooses to access the complaints and appeals process, Kingsley Australia will maintain the student's enrolment while the complaint/appeal process is ongoing.
6. Students have the right to have their complaint/appeal heard by an independent arbitrator at any time. Students are also permitted to bring to any meetings a person of their choice as moral support.
7. If the Principal of Kingsley Australia cannot resolve the issues to the satisfaction of all parties, an independent arbitrator will be asked to oversee the case. The Principal has arrangements in place for independent arbitration.

8. An independent arbitrator will be selected, in consultation with the student, from the following individuals and organizations: Assistant Principal/ACOM, National Superintendent of the Wesleyan Methodist Church of Australia.

9. If the internal or any external complaint/appeal handling process results in a decision that supports the student, Kingsley Australia must immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

10. The outcome will be communicated in writing to the student and to ACOM.

11. If the student is not happy with the outcome they can contact ASQA Online www.asqa.gov.au

The availability of complaints and appeals processes does not remove the right of the student to take action under Australia’s consumer protection laws.

**Assessment Appeals**

If a student feels that the result of a specific assessment is unfair, they are able to appeal to their Kingsley Community Trainer and/or the Principal of Kingsley Australia to request a re-assessment. All other complaints/appeals should be handled using the Complaints and Appeals process.

1. If a student wishes to obtain clarification about a result for an item of assessment, the matter should be raised with the relevant trainer of that subject unit within 10 working days of receiving the results. Discussion will be within the context of the assessment requirements as set out in the training package/product.

2. Where the trainer is not available, the student can raise the issue with the coordinators of the course—the Kingsley Australia staff, and specifically the Principal of Kingsley Australia.

3. If the outcome of the discussion with the trainer was not acceptable to the student, the student can submit a request to the Principal of Kingsley Australia using the Assessment Appeals Form. This form is available from the Kingsley Australia website and the Kingsley Australia office. The student has the option of being accompanied/assisted at any meetings by a support person chosen by them. Kingsley Australia will notify ACOM (our Partner College) of the appeal by forwarding the appeal to ACOM within 5 working days.

4. If the student chooses to access the Kingsley Community appeals processes, the student’s enrolment will be maintained while the appeals process is ongoing.

5. Kingsley Australia will arrange for two assessors to reassess the work. This process will commence within 10 working days. The majority decision of the assessors will constitute the decision.

6. If the internal or any external appeal process results in a decision that supports the student, the partner entity must immediately implement any
decision and/or corrective and preventative action required and advises the student of the outcome.
7. The majority decision of the trainer and independent assessors will be reported in writing to the student and to ACOM.
8. If the student does not accept the result of the reassessment they will be given the opportunity to submit a formal complaint using the complaints process.
9. At any stage throughout this process the student may request that their assessment appeal is assessed by an external assessor. Any costs incurred in this process will be passed on to the student.

The availability of complaints and appeals processes does not remove the right of the student to take action under Australia’s consumer protection laws.

To conclude: the Trainers, Coordinators and staff of Kingsley Australia will work hard to make your learning experience as positive as possible. However, this Complaint and Appeals Policy is in place recognising that at times there may be a need to lodge a complaint or appeal. Following the resolution of the matter along the lines of the Policy above we will be keen to hear your feedback as we correspond with you so that we can improve our process and practices and avoid the need for any future complaints or appeals upon a similar issue.