



## Student Complaints and Appeals Officer

Portfolio/Faculty	Engagement and Support
Department/Workgroup	Student Complaints and Appeals
Position No.	XXXXX
Classification	PACCT Worker Level 4 (PW4)
Reports to	Lead Investigations Officer – Student Complaints and Appeals
Direct reports	None
Date:	December, 2024

### Portfolio Overview

The Engagement and Support portfolio provides a range of Institute wide services that promote student engagement, success and foster a positive Holmesglen experience. The portfolio consists of a range of departments that support the student journey from pre-enrolment to graduation. Departments include:

- Apprentice Central
- Brand, Marketing and Communications
- Learning Skills Centre
- Library
- Registrar
- Student Complaints and Appeals
- Student Recruitment
- Student Engagement and Equity
- Student Wellbeing

### Department/Workgroup

The student complaints and appeals workgroup is a small dedicated team responsible for addressing and managing student complaints and appeals within in the Institute. The workgroup operates within the legal and regulatory frameworks established by the Australian Skills and Quality Authority (ASQA), the Victorian Registration and Qualifications Authority (VRQA), the Tertiary Education Quality Standards Agency (TEQSA) and relevant state and federal laws, ensuring that all processes are fair, transparent and consistent.

The workgroup reviews complaints from students or external parties regarding issues such as academic matters, student welfare, misconduct or administrative concerns. They ensure that complaints are handled in a timely, confidential and impartial manner. When students are dissatisfied with the outcomes of their complaints, the workgroup is responsible for reviewing and processing appeals. This includes investigating cases where students appeal academic results, disciplinary actions, or other institutional decisions.

The workgroup is instrumental in ensuring the Institute's complaints and appeals policies and procedures are up to date and aligned with relevant legal, ethical and regulatory requirements and that students and employees are educated on the complaints and appeals process. The workgroup tracks the nature, volume and outcomes of complaints and appeals to identify themes or systemic issues and makes recommendations to Holmesglen's governance committees for continuous improvement.

## About the Role

The Student Complaints and Appeals Officer is the first point of contact for students lodging a complaint or appeal. The role is responsible for providing guidance and support relating to the student complaints and appeals process, for resolving straightforward student complaints while referring more complex, serious, or systemic issues to the Lead Investigations Officer – Student Complaints and Appeals. The officer will assist students with understanding the complaints process and ensure that all concerns are addressed in a fair, impartial and timely manner. Additionally, the role involves maintaining complaints databases and communicating the outcomes of complaints to students and other internal stakeholders.

## Key Accountabilities

- 1 Serve as the initial point of contact for students lodging complaints or appeals, providing information and assistance on how to submit complaints and what to expect from the process.
- 2 Handle and resolve straightforward student complaints that fall within the officer's scope, ensuring that issues are addressed quickly and appropriately in line with institutional policies.
- 3 Identify and refer more complex, serious, or systemic complaints to the Lead Investigations Officer – Student Complaints and Appeals for further investigation, ensuring that all relevant information is provided to assist with resolution.
- 4 Offer students support and advice throughout the complaints process, ensuring they understand their options, the procedures involved, the progress of their complaint resolution, and their rights.
- 5 Maintain accurate records of all complaints received, resolved, or referred. Update and manage the complaints database regularly, ensuring that all cases are tracked and documented in accordance with institutional policies and privacy regulations.
- 6 Communicate the outcomes of resolved complaints to students in a clear and professional manner, ensuring that students are informed of the resolution and any further actions required.
- 7 Assist in promoting awareness of the student complaints and appeals policies, ensuring that students and staff are aware of the formal channels available for raising concerns.
- 8 Provide administrative support to the Lead Investigations Officer – Student Complaints and Appeals to support the scheduling and minuting of appeals panels and completion of action items following an appeal hearing.
- 9 Ensure compliance with the requirements of Holmesglen policies, procedures and processes, applicable legislation, and relevant regulatory and government authorities.
- 10 Support the Institute's Strategic Plan and Vision and work to ensure that all activities align to the Institute's commitment to quality.
- 11 Act in accordance with Holmesglen safety policies and procedures, including Child Safety Standards, to ensure that departmental work areas and operations comply with relevant Occupational Health and Safety legislation.

## Key Selection Criteria

- 1 Experience in handling and resolving complaints within a tertiary education environment, with the ability to demonstrate empathy and professionalism and maintain confidentiality.
- 2 Strong communication skills, including the ability to explain process clearly and professionally to students from diverse backgrounds.
- 3 Understanding of complaints and appeals processes, including how to identify issues that require referral to a more senior officer.

- 4 Ability to manage a range of complaints, ensuring that simple issues are resolved efficiently while knowing when to escalate more complex matters.
- 5 Proficiency in maintaining databases and keeping accurate records, ensuring that complaints data is consistently updated and easily accessible.

## Qualifications

### Mandatory

- A relevant qualification in education, social work, customer service, or a related field or lesser qualifications with relevant experience.

### Desirable

- Formal training or qualifications in complaint handling processes.

## Knowledge

- An understanding of the student complaints and appeals process within a tertiary education context.
- Knowledge of student rights and responsibilities in education, including student related policies and guidelines.
- Awareness of privacy, confidentiality and impartiality requirements when handling student complaints.
- Familiarity with the maintenance of databases and related reporting processes.

## Skills and Experience

- Strong written and verbal communication skills, with the ability to engage students professionally and clearly.
- Ability to resolve simple complaints effectively and efficiently, with a focus on providing practical solutions.
- Experience in managing and updating complaints databases, ensuring data is accurate, secure and well organised.
- Demonstrated experience providing excellent customer service, with a focus on student satisfaction and clear communication.
- Ability to prioritise and manage a range of complaints in a busy environment, ensuring timely and effective resolutions.

## Other Relevant Information

- This position description describes in general terms the normal duties which this position is expected to undertake. Duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from people occupying positions classified at this level may be allocated.
- Employees attending certain workplace settings, including health and care facilities, may be required to meet mandatory vaccination obligations
- Due to the nature of the position, there may be a requirement to accommodate flexible working hours and attendance requirements.
- The incumbent may be required to perform their duties at any campus or location controlled by Holmesglen Institute or elsewhere as directed.
- Holmesglen is a child safe organisation. This position requires a valid Victorian Employee Working with Children check and National Police Records check.
- Holmesglen cultivates a workforce that embraces and values student voice and partnership.

## About Holmesglen – Who we are

Holmesglen is a leading Australian provider of vocational and higher education and one of the largest government-owned TAFEs in the state of Victoria. With 40 years' experience and more than 140,000 graduates, we are TAFE at its best by transforming lives, building workforce capability and enriching communities through education and training.

We are a leader in education, training and applied research, renowned for its innovation and its commitment to learner and industry success. We offer industry training, certificate, diploma, and degree programs across six locations and seven campuses.

Locations include Chadstone, City, Moorabbin, North Melbourne, Glen Waverley, and Eildon.

As a multi-award-winning institute, you can learn more and do more at Holmesglen. [holmesglen.edu.au](https://holmesglen.edu.au).

**We uphold our  
ASPIRE values**



**AMBITION**



**SCHOLARSHIP**



**PASSION**



**INTEGRITY**



**RESPECT**



**EXCELLENCE**