



# Australian Meditation and Holistic Counselling College

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AMHCC

## COMPLAINTS AND APPEALS POLICY

### Purpose

The Australian Meditation and Holistic Counselling College (AMHCC) is committed to providing a positive, respectful, professional, and supportive learning environment.

This policy outlines the process for students to raise concerns, make complaints, or appeal decisions made by the College. The College is committed to handling all complaints and appeals fairly, confidentially, promptly, and in accordance with the principles of procedural fairness and natural justice.

### Scope

This policy applies to:

- Current students
- Graduates
- Prospective students
- Staff, contractors, and representatives of the College

This policy covers complaints and appeals relating to:

- Course delivery
- Learning resources
- Assessment outcomes
- Administrative decisions
- Student conduct matters
- Staff conduct
- Enrolment matters
- Certification decisions
- Any other College-related activity

### Principles

The College is committed to ensuring that:

- Complaints and appeals are treated seriously and respectfully.
- Individuals raising concerns are treated fairly and without disadvantage.
- Matters are investigated impartially.



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- Confidentiality is maintained wherever reasonably possible.
- All parties are given an opportunity to present relevant information.
- Decisions are based on available evidence.
- Complaints and appeals are resolved as quickly as reasonably practicable.

## **Informal Resolution**

Where appropriate, students are encouraged to raise concerns informally with the College before submitting a formal complaint.

Many concerns can be resolved quickly through discussion, clarification, or additional support.

Informal discussions will not affect a student's right to lodge a formal complaint or appeal.

## **Formal Complaints**

### **Lodging a Complaint**

Formal complaints must be submitted in writing via email to:

[info@amhcc.com.au](mailto:info@amhcc.com.au)

The complaint should include:

- Student name
- Contact details
- Description of the complaint
- Relevant dates and circumstances
- Any supporting documentation
- Desired outcome

Anonymous complaints may be considered where sufficient information is provided, however this may limit the College's ability to investigate the matter.

## **Acknowledgement**

The College will acknowledge receipt of the complaint within five (5) business days.

## **Investigation**

The complaint will be reviewed by the Principal or an appropriate representative of the College.

Additional information may be requested from the complainant or other relevant parties where necessary.

## **Outcome**



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The College aims to provide a written outcome within twenty (20) business days of receiving all relevant information.

Where additional time is required, the complainant will be advised.

## Appeals

Students may appeal decisions relating to:

- Assessment outcomes
- Recognition of prior learning decisions
- Certification decisions
- Deferral decisions
- Student disciplinary actions
- Enrolment decisions
- Other administrative decisions

## Lodging an Appeal

Appeals must:

- Be submitted in writing within twenty-one (21) days of the original decision.
- Clearly outline the reasons for the appeal.
- Include any supporting evidence.

Appeals should be submitted to:

[info@amhcc.com.au](mailto:info@amhcc.com.au)

## Review Process

The appeal will be reviewed by the Principal or another appropriately appointed person not directly involved in the original decision where reasonably possible.

The reviewer may:

- Uphold the original decision.
- Amend the original decision.
- Request additional information.
- Recommend an alternative resolution.

## Outcome



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The student will receive a written response outlining the outcome of the appeal and the reasons for the decision.

The outcome of the appeal will be considered final.

## **Student Conduct Complaints**

Where a complaint relates to student conduct, the College may:

- Meet with the student involved.
- Issue verbal or written warnings.
- Require behavioural undertakings.
- Suspend participation in classes.
- Cancel enrolment in serious cases.

Any action taken will be proportionate to the nature and seriousness of the conduct.

## **Confidentiality**

All complaints and appeals will be handled confidentially to the extent reasonably possible.

Information will only be disclosed where necessary to properly investigate and resolve the matter or where required by law.

## **Record Keeping**

The College will maintain records of all formal complaints and appeals, including:

- Complaint or appeal details
- Investigation findings
- Correspondence
- Outcomes

Records will be stored securely in accordance with the College's Privacy Policy.

## **No Cost**

There is no fee for lodging a complaint or appeal under this policy.

## **Policy Review**

This policy will be reviewed periodically to ensure it remains current, fair, and effective.

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