

Complaints and Appeals Procedure

Document Name and Number:	Version and Date:	Responsible Person:	Purpose and Comments:
Complaints and Appeals Procedure	January 2020/V1.0	CEO and/or nominee	Ensure compliance with Standards for Registered Training Organisations (RTOs) 2015

Purpose

The Complaints and Appeals Procedure identifies the processes for achieving the best outcome in resolving complaints/appeals at their source, or at the lowest level of management/intervention necessary, with emphasis on conciliation wherever possible.

Relevant Background

The organisation has a responsibility to protect an individual who raises a grievance in good faith including victimisation or unfair treatment

Complaints are to be dealt with promptly and individuals will be kept informed on a regular basis. If the matter will **take more than sixty (60) calendar days to finalise** the individual must be notified with an explanation of why together with details of anticipated finalisation date. The student must be kept informed and updated at all times through the process.

While the informal resolution of a grievance is the preferred option, it may not always be successful or practical.

Where a complaint or an appeal cannot be resolved the organisation will bring in an independent third party. For example, individuals or an appropriate organisation such as ACCC.

External action can be accessed, if required, at any point by any party to a complaint or appeal process.

Procedures

When a complaint is made, the following occurs

- The individual is asked to complete the **Complaints and Appeals Form** outlining the issue and advised they will receive formal acknowledgement of their complaint
- The Administration Manager and/or nominee is advised of the complaint and will send acknowledgement in writing within seven (7) days of lodgement
- The CEO and/or nominee consider the complaint

If this consideration takes some time, the complainant and appellant are to be regularly updated, in writing, of the status on the complaint

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- The outcome is decided by management and the outcome and/or action are documented on the **Complaints and Appeals Form**.
 - The individual is informed of the decision and that they have a right of appeal.

When an appeal is received, the following occurs

- The individual is asked to complete the **Complaints and Appeals Form** outlining the reason(s) for their appealing the decision made and advised they will receive formal acknowledgement of their appeal.
- The Manager and/or nominee is advised of appeal and send acknowledgement in writing within seven (7) days of lodgement.
- The CEO and/or nominee consider the appeal and the complainant are regularly updated, in writing, of the status on the appeal.
- The outcome is decided by management and the outcome is documented on the **Complaints and Appeals Form**.
- The individual is informed of the decision and that they have a right of appeal to an outside body such as the ACCC.
- External action can be accessed, if required, at any point by any party to the appeal.

Record Maintenance

The organisation will:

- Maintain all complaints/appeals documentation by scanning and storing this on the network drive of the organisations system
- Report and record complaints and appeals through the RTO management meetings and minutes.

Risk Management

The organisation will:

- Provide corrective action to eliminate or mitigate the likelihood of reoccurrence of all complaints/appeals after they have been investigated and causes identified.

Additional Information

Nil
