



## Complaints and Appeals Policy

TU considers all complaints and appeals as an opportunity to improve the service that we offer to all stakeholders. In this procedure we consider complaints and appeals (including assessment outcomes) to be specific in their nature. Complaints and appeals may be dealt with internally and/or externally depending on the individual situation and whether it can or cannot be resolved to the satisfaction of all concerned and specific requests for adjudication.

### Purpose

This policy provides guidance on the fair, equitable and accountable processing of complaints and appeals. Adherence to this policy will ensure that all complaints and appeals are handled consistently, in a timely manner and are adequately documented.

### Policy

- all prospective students on enrolment will be provided with information about the TU Complaints process
- all complaints are confidential and will be investigated professionally
- all complaints must be initiated within ten (10) days of the issue(s) becoming evident
- students will be provided with details of external agencies they may approach if required i.e. ASQA
- all complaints and appeals will be managed fairly, equitably and as efficiently as possible
- students may raise any matters of concern relating to training delivery and assessment, the quality of the training, student amenities, discrimination, sexual harassment and any other issues that may arise
- before making a formal complaint, the student should approach the person(s) directly involved. This does not lessen his/her right in any way to lodge a formal complaint or appeal
- resolution procedures will be in place and the student notified of the resolution approach within seven (7) days of receipt of the complaint
- TU will encourage the parties to a complaint to approach the problem with an open mind and to attempt to resolve problems through discussion and conciliation. Where a complaint cannot be resolved informally, then appropriately qualified external and independent persons may be contacted to mediate between the parties
- should TU not be able to resolve the issue within sixty (60) calendar days, the complainant will be notified in writing of the course of action TU is undertaking and will update the complainant fortnightly with progress reports
- the complainant may lodge a complaint with an outside mediator or with ASQA
- all formal complaints and appeals need to be in writing to [info@trainingunlimited.com.au](mailto:info@trainingunlimited.com.au)
- all stages of the process will be recorded and tracked within Hub Spot: Complaints and Appeals Register.



# Complaints and Appeals Policy

## Scope

This policy and procedure apply to all parties that have dealings with Training Unlimited, which includes but is not limited to clients, students, training specialist and other employers.

## Roles and responsibilities

The CEO has primary responsibility for responding to complaints, counselling students and advising them about avenues and resources for further counselling or support. Responsibility for ensuring adherence to this policy and procedure has been delegated to the Compliance Team.

## Definition of a complaint or appeal

A **complaint** can be defined as a student's expression of dissatisfaction with any aspect of the services and activities provided by TU, including:

- the enrolment, induction/orientation process
- the quality of teaching or assessment provided
- access to personal records
- the way someone has been treated.

Examples where a student could have grounds for complaint include:

- sexual harassment
- course requirements and costs
- quality of training and resources
- fairness of the assessment process
- timeframes for completion
- communication breakdown
- professional etiquette.

An **appeal** is defined as a request for TU to reconsider a decision which it has made regarding the student's enrolment or progress. Such decisions may include:

- the decision to suspend, defer or cancel a student's enrolment
- decisions regarding an assessment decision.

## Informal complaint resolution procedure

All parties are encouraged to resolve concerns or difficulties directly with the person(s) concerned, wherever possible. Such cases will not normally be documented if they are resolved to the satisfaction of all parties concerned. Students may discuss any issues related to their studies with their Training Specialist as part of the informal complaint resolution process. The steps in the process are as follows:



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- all parties should in the first instance refer the complaint to the Training Specialist or person concerned
- the Training Specialist or person concerned will listen and note the nature of the concern and identify the expected outcome for the complainant
- the Training Specialist or person concerned may confer with the CEO who will recommend a course of action that specifically addresses the issue
- if the complainant is happy with the proposed outcome, appropriate steps need to be taken to implement that outcome
- if the issue is not resolved, the complainant may lodge a formal complaint with TU.

### Formal complaints and appeals resolution procedure

If a complaint cannot be resolved through informal discussion, students can then lodge a formal complaint or appeal. The student enrolment will be maintained throughout the process. There is no cost for a student to lodge a complaint or an internal appeal.

### Appeals process

All students have the right to lodge an academic appeal where a student is dissatisfied with the assessment of any work, assignment and/or an examination result. In the first instance, the student should discuss this informally with their Training Specialist.

Where a student is dissatisfied with the assessment of practical work and/or vocational placement assessments performed in the workplace, the student should discuss this informally in the first instance with their workplace mentor/supervisor. If the student remains dissatisfied, the issue should be discussed informally with their Training Specialist.

If the issue cannot be resolved informally, a student may submit a formal academic appeal in writing to the CEO within ten (10) working days of receiving the reviewed academic result. The appeal must outline why the student has requested a formal review of the result. Written acknowledgement, either letter or email, of the receipt of the request for an appeal will be sent out to the student within seven (7) business days from receipt of appeal.

If the CEO believes a review of the result is warranted, a review panel will be formed. The CEO will select three (3) people suitable for the review panel based on the type of appeal. If the CEO does not believe a review of the result is warranted, the complainant will be notified in writing.

The CEO will provide the participant with written notification of the outcome of the panel's decision in regard to their appeal, within fourteen (14) working days of the panel's decision. The result is final and no further internal appeal can be entered into.



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An external review may be conducted at the expense of the complainant. The external review will be conducted by:

Dispute Settlement Centre

Address: 4/456 Lonsdale St Melbourne 3000 (GPO BOX 4113)

Phone: 9603 8370 (Free call, STD areas only - 1800 658 528)

Email: [dscv@justice.vic.gov.au](mailto:dscv@justice.vic.gov.au)

Website: <http://www.justice.vic.gov.au/disputes>

If the appeal process is going to take more than sixty (60) calendar days to process, TU will notify the student in writing as to the reasons why, the student will be updated in writing as to the progress of their appeal fortnightly.

All stages of the appeal process will be recorded and maintained in Hub Spot: Complaints and Appeals. The RTO management team will take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

All assessment appeals will be deemed as validation and recorded in the Validation Register.

Copies of all written communication with the student and other parties involved are to be stored in Hub Spot.

Note: The appellant, if still not satisfied with the decision, may exercise their rights under the Australian legal system or to contact ASQA for advice.