

Complaints & Appeals Policy & Procedure

Compliance Focus

Standards for RTOs 2015, Standard 6.1, 6.2, 6.3, 6.4, 6.5, 6.6.

Policy Overview

The Complaints and Appeals Policy and related procedure are designed to ensure that we effectively address individual cases of dissatisfaction. This policy outlines our approach to managing complaints and appeals and ensures that all clients, students, staff and other stakeholders are aware of the steps to take to have their dissatisfaction addressed appropriately.

This policy provides an avenue for all complaints and appeals to be addressed in a fair, efficient, transparent and confidential manner.

Policy

Despite all efforts to provide satisfactory services to our students, clients, and other persons, complaints may occasionally arise requiring formal resolution.

We are committed to developing and maintaining an effective, timely, fair and equitable complaints and appeals system which is easily accessible whilst developing a culture that views complaints as an opportunity to improve the organisation and how it works, this is achieved by implementing a complaints and appeals handling system that is client focused and supports the prevention of event that cause complaints and appeals from recurring.

We will ensure that any complaint or appeal is resolved promptly, objectively, with sensitivity and in complete confidentiality whilst ensuring that the views of each complainant and respondent are respected and that any party to a complaint or appeal is not discriminated against nor victimised with a view to achieving a consistent response to complaints and appeals.

Complaints and appeals may be made in relation to any of our services, activities and decisions such as:

- the application and enrolment process
- the quality of training and assessment provided
- access to personal records
- decisions made by the us
- the way someone has been treated

When the initial causative factor of the complaint identifies a problem with our policies and / or procedures, the continuous improvement procedure will ensure changes are made to prevent re-occurrence of the problem.

All complaints and appeals will be reviewed quarterly at the continuous improvement meeting. Continuous improvement procedures may be actioned when the complaint / appeal procedure results in identification of factors appropriate for improvement to internal operations.

Complaints Process

Students and clients are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) involved prior to formalising a complaint. Our team will provide appropriate support to assist students in resolving their issues.

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If the student is not satisfied with the resolution informally, the student is invited to put in a formal written complaint using the complaints and appeals form.

All formal complaints and their outcomes will be recorded in the Complaints and Appeals Registers. In addition, the register will be regularly reviewed by the Senior Management Team and used as an opportunity for continuous improvement and reflection.

A written record of all complaints and appeals handled under this policy and procedure and their outcomes shall be maintained for a period of at least five (5) years to allow all parties to the complaint or appeal appropriate access to these records.

We will maintain a Complaint & Appeals Register to document the course of action and resolution of all formal complaints. All complaints substantiated by the complaint's procedure will be reviewed as part of our continuous improvement procedure.

It is the responsibility of the CEO or nominated delegate to ensure adherence to the complaint procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the complaint's procedure and supply of complaint forms.

The CEO is responsible for nominating an authorised delegate if required to assist with the complaint or appeal in accordance with this policy and procedure.

All records relating to complaints and appeals will be treated as confidential and will be covered by our Privacy Policy.

Making a complaint

- Formal complaints and appeals must be made in writing by completing the Complaints and Appeals Form and addressed to the Chief Executive Officer via ceo@nationalcareacademy.com.au or nominated delegate. All parties are encouraged to approach matters with an open view and to attempt to resolve problems through discussion and conciliation.
- Complaints will be investigated by the CEO or nominated delegate and a proposed resolution provided in writing within ten (10) business days.
- If the student remains unsatisfied with the outcome of the formal complaints process, students have the rights to access our appeals process

Appeals

What is an appeal?

An appeal is a process where a student disputes a decision made/ intending to be made by Care Academy. This includes a decision made in regard to a complaint or where a penalty is to be imposed e.g. for failure to make satisfactory academic progress, failure to pay fees or for an act of misconduct.

Internal appeal

- Where a complainant is dissatisfied with the result or conduct of the RTO's internal procedures for handling of a complaint, the student has the right to lodge an internal appeal of the decision. An appeal must be lodged within ten (10) business days of the decision being made.

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- An internal appeal will prompt the Chief Executive Officer or nominated delegate to review the decision made in response to the original complaint. The complainant may be asked to provide further information by phone, in writing or in person.
- We will assess the need for an appropriate independent party to mediate where an appropriate outcome cannot be reached internally. Additionally, the complainant may request that an independent party be included in the appeals process.
- A complainant can bring a support person in a meeting as an observer only. They will not be permitted participate in the meeting and discussion. The outcome of the resolution will be solely between the complainant and us.
- The outcome of the internal appeal will be advised in writing within ten (10) business days.
- If the complainant does not appeal within ten (10) business days, all further appeal will be declared null and void unless extenuating circumstances prevail.

Where the complainant remains dissatisfied with the outcome of the internal appeals process, the complainant can access an external complaints or appeals process at their own cost. Complainants must ensure they have accessed the internal processes first.

External appeals

Complainants have a number of external complaint or appeal options including:

Australian Skills Quality Authority

GPO Box 9928, Brisbane, QLD 4001

Or by contacting the National Training Complaints Hotline via 13 38 73 or completing the complaints form located [here](#).

- Administrative Appeals Tribunal | <http://www.aat.gov.au>
- Victoria: Tafe and Training Line | 13 18 23 | tafe.courseline@education.vic.gov.au
- Queensland: Training Ombudsmen | 1800 773 048 | <https://trainingombudsman.qld.gov.au/>
- New South Wales: Smart and Skilled | 1300 772 104 | [Contact Training Services NSW | NSW Government](#)
- Consumer Affairs Victoria | <http://www.consumer.vic.gov.au>
- Consumer Affairs Queensland | <https://www.qld.gov.au/law/fair-trading>
- Consumer Affairs New South Wales | <https://www.fairtrading.nsw.gov.au>

We will provide complete cooperation with the organisation investigating the complaint/appeal and will be bound by the recommendations arising out of this process. The CEO or nominated delegate will ensure that any recommendations made are implemented.

Non-limitation of policy

Nothing in this policy and related procedure limits the rights of individuals to take action under Australia's Consumer Protection laws. Also, this policy does not circumscribe an individual's rights to pursue other legal remedies.

Document reference:

- Complaints and Appeals Form
- Complaints and Appeals Register

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