



## Complaints & Appeals Policy

Assured Learning Australia endeavours to operate within our policies and management practices that maintain a high professional standard in the delivery of education and training. We acknowledge that at times complaints and appeals will be made by students, employers and other parties, and our philosophy is that the resolution process of complaints and appeals is a positive opportunity to improve our systems and processes.

### Definitions

**Complaint:** Is an action taken by a client / student / member of staff in response to dissatisfaction with any aspect of the operation of Assured Learning Australia other than with the result of an assessment. The issues, of which a complainant may lodge include, but are not limited to a policy or procedure, fees, delivery styles, interpersonal conflict, etc.

**Appeal:** Is an action by a student to request a re-evaluation of an assessment resulting from disagreement with the outcome of an assessment.

### Purpose

The purpose of this policy is to ensure that all complaints and appeals are dealt with in a constructive and timely manner. Students can access a Learner Handbook on our website prior to the enrolment of studies with Assured Learning Australia that outlines the expectations of students whilst studying with us that also contains the complaints and appeals process.

### Records and Continuous Improvement

All correspondence following a complaint or appeal will be placed in the Complaints and Appeals Register and will also be held on the student's electronic file.

Following a successful Complaint or Appeal, Assured Learning Australia Senior Management Team will review the circumstances behind the incident and investigate ways of eliminating or mitigating the likelihood of a re-occurrence.

### Complaints Process

The process for a complainant to follow if there is a problem or concern with any aspect of the RTO is:

- In the first instance attempt to resolve the problem / concern with the relevant trainer or staff member. Each staff member has the responsibility to attempt to resolve any problem that is presented to them. They may choose to involve the RTO Manager, CEO or a Company Director in this early resolution stage.
- If the complainant is unable to resolve their issue with their trainer or other staff member, they are advised to complete a Complaints and Appeals Form which is available on our website. They will be advised in writing of receipt of the complaint. If the



investigation/resolution of the complaint is likely to take longer than 5 working days, the complainant will be informed in writing of a likely completion date.

- The RTO Manager will undertake an investigation and report back to the complainant, in writing within 5 days (or longer if previously indicated), with details of the investigation, findings and their suggested outcome. A written report will be provided to the Complainant, and both will be filed in a Complaints Register.
- If the complainant was unable to resolve their issue, they are advised to seek assistance from the following:
  - Training related issues: The Australian Skills Quality Authority (ASQA) on 1300 701 801

## Appeals Process

If a student is dissatisfied with an assessment outcome they receive (Qualification or Unit of competence), they can appeal the process and request reconsideration.

The grounds for appeal fall into one of two possible areas:

- The judgement has been made incorrectly; or
- The judgement was not made in accordance with the assessment plan provided by the trainer.

Students are encouraged to contact their trainer to rectify their issue but if still unsatisfied are advised to complete a formal appeal.

An appeal must be lodged in writing within seven days following the assessment result and should be lodged with their trainer using the Complaint and Appeals Form.

Following checks of the validity of an appeal the RTO Manager will:

- Inform the student in writing that the Complaint and Appeals Form has been received.
- Within 5 working days, convene an Appeals panel, invite the student, and staff member to provide any additional evidence, make a recommendation and report back in writing to all parties.
- The appeal will either be dismissed or upheld. If upheld, an outcome will be advised which might include re-assessment, competency confirmed or other.
- If the Appellant is dissatisfied with the outcome, then they are advised to seek assistance from the following:
  - The Australian Skills Quality Authority (ASQA) on 1300 701 801