

## Student Complaints and Appeals Procedure

### Purpose

This procedure describes the processes by which Skillinvest Limited (Skillinvest) will manage and respond to student complaints and appeals in an effective and confidential manner.

### Scope

This procedure applies to all students of Skillinvest.

### Responsible Parties

Skillinvest's Training Managers and General Manager - Metro, are responsible for the control and implementation of this procedure.

### Definitions

*Appeal* is a request for a review of the determination of a complaint.

*Appeal against an assessment decision* is a request for a review of an assessment result.

*Complaint* refers to dissatisfaction with the standard of service provided by Skillinvest in relation to all training and assessment activities and processes.

## Procedure

### 1. General

A complaint, appeal against the outcome of a complaint or appeal against an assessment decision may be lodged by a student.

### 2. Communication of Complaints and Appeals Process

Upon enrolment, Skillinvest will ensure that all students are made aware of the Student Complaints and Appeals Policy and Procedure via the issuance of the Student Handbook. Both prospective and continuing students will also have access to the Student Complaints and Appeals Policy and Procedure via the Skillinvest website.

### 3. Complaints and Appeals

#### 3.1. Complaints

Before lodging a complaint, the student is encouraged to try and settle any complaint directly with the person(s) concerned.

However, if talking directly to the person concerned does not assist the student or if such communication is not possible, then the student is to lodge a formal complaint. This must be done in writing to the relevant Skillinvest Training Manager in one of the following ways:

- By mail marked 'Confidential' to:
  - Skillinvest Metro, PO Box 234, Dandenong 3175
  - Skillinvest Regional, PO Box 930, Horsham 3402
  - Longerenong College, 229 Longerenong Road, Longerenong 3401
- By email marked 'Confidential' to:  
[feedback@skillinvest.com.au](mailto:feedback@skillinvest.com.au)

Within five (5) working days the relevant Skillinvest Training Manager will contact the student to acknowledge receipt of the student's complaint. The Training Manager or General Manager, Metro will conduct a formal investigation in relation to the complaint.

The investigation will offer the complainant the right to be heard and may include interviews with other relevant persons and a review of documentation. The subject of the complaint will not be involved in the investigation process.

Should an outcome not be reached within sixty (60) days, the student will be provided with written reasons for the delay, and the expected timeframe for a decision. Skillinvest will keep the student up to date with progress.

### **3.2.Appeals**

Should the student be unsatisfied with the complaint process, or the complaint remains unresolved, the student has the right to appeal.

Appeals must be lodged within seven (7) working days of receiving notification of the outcome of the complaint. This application must set out the grounds of appeal, including any supporting evidence. Students must put appeals in writing and forward to the relevant Skillinvest General Manager for resolution, in one of the following ways:

- By mail marked 'Confidential' to:
  - Skillinvest Metro, PO Box 234, Dandenong 3175
  - Skillinvest Regional, PO Box 930 Horsham 3400
  - Longerenong College, 229 Longerenong Road, Longerenong 3401
- By email marked 'Confidential' to:
  - [feedback@skillinvest.com.au](mailto:feedback@skillinvest.com.au)

Within (7) working days the General Manager will contact the student to acknowledge receipt of the written appeal.

An appeals committee will be formed, which will comprise at least three of the following people:

- a Trainer/Teacher with the expertise in the area concerned
- a student enrolled in the area concerned
- a General Manager
- a representative of the student's employer (where applicable)
- a representative of students enrolled with Skillinvest
- a representative of Trainers/Teachers at Skillinvest

- the Team Leader or Coordinator (where applicable)

If appropriate, additional participants may include:

- an advocate of a student with a disability
- an interpreter where required

The appeals committee will offer the appellant the right to be heard. The appeals committee will also conduct investigation of the matter including: reviewing any interviews/documents forming part of the initial complaint investigation; and any additional interviews and/or review of documents that the Committee sees fit. The subject of the appeal will not be involved in any investigation process prior to the appeals committee hearing.

Skillinvest will ensure all discussions, investigations and findings relating to the appeal are documented and the appellant/complainant provided with a written statement of the outcome, including reasons for the decision, within five (5) working days of the decision being made.

Should an outcome not be reached within sixty (60) days, the student will be provided with written reasons for the delay, and the expected timeframe for a decision. Skillinvest will keep the student up to date with progress.

### **3.3. Appeals against Assessment Decisions**

The student has the right to appeal against an assessment decision made by Skillinvest. An appeal must be made in writing to the relevant Skillinvest Training Manager or the Manager of Academic Programs, Longerenong College, in one of the following ways:

- By mail marked 'Confidential' to:
  - Skillinvest Metro, PO Box 234, Dandenong 3175
  - Skillinvest Regional, PO Box 930 Horsham 3400
  - Longerenong College, 229 Longerenong Road, Longerenong 3401
- By email marked 'Confidential' to:
  - [feedback@skillinvest.com.au](mailto:feedback@skillinvest.com.au)

If the student lodges an appeal against an assessment decision, they may have the opportunity to be reassessed. An appeal against an assessment decision will initiate a formal hearing in which the student will have the right to be heard. The Skillinvest Training Manager will examine the relevant evidence and make a determination.

A decision will be made regarding the appeal against the assessment decision as soon as practicable. Once a decision has been reached, the student will be notified in writing of the outcome within (5) working days.

Should an outcome not be reached within sixty (60) days, the student will be provided with written reasons for the delay, and the expected timeframe for a decision. Skillinvest will keep the student up to date with progress.

### **3.4. External Mediation**

Where a complaint or appeal cannot be resolved through discussion, conciliation or via the appeals committee, Skillinvest acknowledges the need for an appropriate external and

independent agent to mediate between the parties. In this instance, Skillinvest will provide students with the details of external authorities that they may approach with respect to the issues if required.

Where all internal avenues have been exhausted and the matter remains unresolved, Skillinvest (in negotiation with the student) will seek the input of an external independent mediator. Skillinvest's mediator of choice will be from the Dispute Settlement Centre of Victoria, a part of the Victorian Department of Justice. Where the student chooses to seek support or advice from alternative sources, they will be required to meet any costs in doing so.

### **3.5. Complaints Register**

A register of all Complaints and Appeals lodged is maintained confidentially by the relevant Skillinvest General Manager and includes:

- Names of relevant parties
- The complaint being made / decision being appealed
- Outcome of the Complaint / Appeal (including reasons, in the case of an Appeal)
- The name and position of the person/s making the decision

## **4. Outcomes Review**

The outcomes of complaints and appeals will be reviewed by the relevant Skillinvest Training Manager as required as part of the continuous improvement process. Where relevant, recommended actions will be recorded and actioned via the continuous improvement register.