

## **Complaints and Appeals Policy**

### **Purpose**

This policy describes the processes by which Skillinvest will manage and respond to complaints and appeals in a fair, efficient, transparent and confident manner. Skillinvest will ensure all prospective Students, Students, Employers, Staff and stakeholders are aware of this policy and understand the steps involved to raise a complaint or appeal to address their dissatisfaction appropriately.

### **Policy**

Skillinvest understand that a situation may arise where a person wishes to lodge a complaint in relation to training and assessment services provided by Skillinvest, or to appeal against a decision (including assessment decisions).

Skillinvest 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 Student focused and supports the prevention of an event that causes complaints and appeals from reoccurring. Skillinvest will ensure:

- The Complaints and Appeals Policy and Procedure is published on our website
- Students are informed prior to enrolment of this Policy and Procedure
- 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
- 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**

A complaint may arise in relation to (but not limited to):

- The Student selection and enrolment process
- The quality of training and assessment delivered
- The conduct of a Skillinvest Staff member or Student
- Issuance of certification documentation
- Student services and amenities
- Equal Opportunity including bullying, victimisation, harassment or discrimination
- The conduct of a third-party providing services on behalf of Skillinvest

Where the initial causative factor of the complaint identifies an issue with our policies, procedures, practices and systems, the continuous improvement policy and procedure will ensure changes are made to prevent re-occurrence in the future.

### **Appeals**

An appeal may be lodged against a decision reached in the hearing of a complaint or against an assessment result.

## Management of Complaints and Appeals

Skillinvest will manage and respond to all complaints and appeals (including those against assessment decisions) in a professional and confidential manner and will ensure a fair, equitable and efficient investigation in its efforts to achieve a satisfactory result for all parties.

Skillinvest will ensure that principles of natural justice and procedural fairness are followed at every stage of the complaint and appeal process by allowing anyone subject to a decision by the RTO, or anyone who has allegations made against them, to a right of hearing before a decision is made.

Skillinvest is committed to resolving all complaints and/or appeals in a timely manner. Skillinvest will ensure complaints and appeals are acknowledged in writing and finalised as soon as practicable, as outlined in the Complaints and Appeals Procedure.

The General Manager – Training (or delegate) will investigate and decide upon the appropriate outcome/s. Where Skillinvest is unable to resolve the complaint or appeal, the matter may be referred to an external mediator.

## External Complaints

Complaints can be raised externally, including (not limited to):

<b>Australian Skills Quality Authority</b> Contact Number: 1300 701 801 Website: <a href="http://www.asqaconnect.asqa.gov.au">www.asqaconnect.asqa.gov.au</a>	<b>Consumer and Business Services South Australia</b> Contact Number: 13 18 82 Website: <a href="https://www.cbs.sa.gov.au/sections/CBAdvice">https://www.cbs.sa.gov.au/sections/CBAdvice</a>
<b>National Training Complaints Hotline</b> Contact Number: 13 38 73 Website: <a href="https://www.dewr.gov.au/national-training-complaints-hotline">https://www.dewr.gov.au/national-training-complaints-hotline</a>	<b>Consumer Affairs and Fair-Trading Tasmania</b> Contact Number: 1300 65 44 99 Website: <a href="http://www.cbos.tas.gov.au">http://www.cbos.tas.gov.au</a>
<b>Consumer Affairs Victoria</b> Contact Number: 1300 55 81 81 Website: <a href="#">Consumer Affairs Victoria -</a>	<b>Northern Territory Consumer Affairs</b> Contact Number: 1800 019 319 Website: <a href="#">Northern Territory Consumer Affairs</a>

Skillinvest will cooperate with the organisation investigating any external complaints and will ensure the recommendations are reviewed and actioned accordingly.

## Complaints and Appeals Register

Skillinvest will maintain a confidential register of all complaints and appeals submitted. The Complaints and Appeals Register and outcomes will be reviewed on a regular basis as part of our continuous improvement policy and procedure.

## References

Complaints and Appeals Form  
Complaints and Appeals Register  
Continuous Improvement Policy and Procedure  
Continuous Improvement Register.

## Complaints and Appeals Procedure

Complaints and Appeals Procedure		
STEP 1 – Lodging a Complaint		
No.	Who	Actions
1.1	Complainant	<ul style="list-style-type: none"> <li>Prior to lodging the complaint, the complainant is encouraged to try and settle the complaint directly with the person(s) concerned</li> <li>If the complaint cannot be resolved and addressed, a formal complaint can be lodged by completing the Complaints and Appeals Form available on our website</li> <li>The complainant will need to email the completed form to <a href="mailto:feedback@skillinvest.com.au">feedback@skillinvest.com.au</a></li> </ul>
STEP 2 – Reviewing and Investigating the Complaint		
No.	Who	Actions
2.1	General Manager Training	<ul style="list-style-type: none"> <li>The General Manager Training is responsible for monitoring the <a href="mailto:feedback@skillinvest.com.au">feedback@skillinvest.com.au</a> emails</li> <li>The complaints and appeals form will be reviewed</li> <li>Within five (5) working days the General Manager Training will contact the complainant to acknowledge receipt of the complaint</li> </ul>
2.2	General Manager Training	<ul style="list-style-type: none"> <li>The General Manager Training will conduct a formal investigation in relation to the complaint</li> <li>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</li> <li>A proposed resolution will be provided in writing to the complainant within (10) business days of receiving the complaints and appeals form</li> <li>If the outcome of the complaint cannot be reached within sixty (60) days, the complainant will be provided with written reasons for the delay, and the expected timeframe for a decision</li> <li>The complainant will be kept up to date with progress in either written or verbal communication</li> </ul>
STEP 3 – Finalising the outcome of the Complaint		
No.	Who	Actions
3.1	General Manager Training	<ul style="list-style-type: none"> <li>The outcome of the complaint will be finalised in writing to the complainant</li> </ul>
3.2	Complainant	<ul style="list-style-type: none"> <li>If the complainant remains unsatisfied with the outcome of the complaint, the complainant has the right to appeal</li> </ul>

3.3	Compliance Department	<ul style="list-style-type: none"> <li>The Complaints and Appeals Register will be updated with the outcome of the complaint</li> <li>The Complaints and Appeals Register will be reviewed regularly as part of the Continuous Improvement Policy and Procedure</li> </ul>
STEP 1 – Lodging an Appeal		
No.	Who	Actions
1.1	Complainant	<ul style="list-style-type: none"> <li>If the complainant is unsatisfied with the outcome of the complaint, or the complaint remains unresolved, the complainant has the right to appeal</li> <li>Appeals must be lodged by the Complainant within seven (7) working days of receiving notification of the outcome of the complaint</li> </ul>
1.3	Appealer	<ul style="list-style-type: none"> <li>The applier must complete the Complaints and Appeals Form available on our website</li> <li>The applier will need to email the completed form to <a href="mailto:feedback@skillinvest.com.au">feedback@skillinvest.com.au</a></li> </ul>
STEP 2 - Reviewing and Forming an Appeals Committee		
No.	Who	Actions
2.1	General Manager Training	<ul style="list-style-type: none"> <li>The General Manager Training is responsible for monitoring the <a href="mailto:feedback@skillinvest.com.au">feedback@skillinvest.com.au</a> emails</li> <li>The complaints and appeals form will be reviewed</li> <li>Within five (5) working days the General Manager Training will contact the applier to acknowledge receipt of the appeal</li> </ul>
2.2	General Manager Training	<ul style="list-style-type: none"> <li>The General Manager Training will form an appeals committee as applicable, which will comprise of at least three (3) of the following people: <ul style="list-style-type: none"> <li>a Trainer/Teacher with the expertise in the area concerned</li> <li>a representative of the Student's employer (where applicable)</li> <li>a representative of Students enrolled with Skillinvest</li> <li>a representative of Trainers/Teachers at Skillinvest</li> <li>the Team Leader or Coordinator (where applicable)</li> </ul> </li> <li>If appropriate, additional participants may include: an advocate of a Student with a disability, an interpreter where required</li> </ul>
2.3	Appeals Committee	<ul style="list-style-type: none"> <li>The appeals committee will offer the appellant the right to be heard</li> <li>The appeals committee will 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</li> <li>The subject of the appeal will not be involved in any investigation process prior to the appeals committee hearing as applicable</li> <li>A proposed resolution will be provided in writing to the applier within (10) business days of receiving the complaints and appeals form</li> </ul>

		<ul style="list-style-type: none"> <li>If the outcome of the appeal cannot be reached within sixty (60) days, the appellant will be provided with written reasons for the delay, and the expected timeframe for a decision</li> <li>The appellant will be kept up to date with progress in either written or verbal communication</li> </ul>
2.4	Appeler	<ul style="list-style-type: none"> <li>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</li> <li>The General Manager Training will inform the appellant with Skillinvest's Mediator of choice</li> <li>In this instance, Skillinvest will provide Students with the details of external authorities that they may approach with respect to the issues if required</li> </ul>
<b>STEP 4 – Finalising the outcome of the Appeal</b>		
No.	Who	Actions
4.1	Chief Executive Officer	<ul style="list-style-type: none"> <li>The outcome of the appeal will be finalised in writing to the appellant</li> </ul>
4.2	Chief Executive Officer	<ul style="list-style-type: none"> <li>Where the appellant chooses to seek support or advice from alternative sources, they will be required to meet any costs</li> <li>Appellers may also lodge a complaint externally if they are unsatisfied with the decision made by Skillinvest</li> </ul>
4.3	Compliance Department	<ul style="list-style-type: none"> <li>The Complaints and Appeals Register will be updated with the outcome of the appeal</li> <li>The Complaints and Appeals Register will be reviewed regularly as part of the Continuous Improvement Policy and Procedure</li> </ul>
<b>STEP 1 – Lodging an Assessment Appeal</b>		
No.	Who	Actions
1.1	Student	<ul style="list-style-type: none"> <li>Students have the right to appeal against an assessment decision made by Skillinvest</li> <li>Follow Steps 1.3 – 4-3 under Lodging an Appeal of this procedure</li> </ul>