RTO Complaints, Feedback 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 operating an effective, timely, fair and equitable complaints and appeals management 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 management system that is Student focused and supports the prevention of an event that causes complaints and appeals from reoccurring. Skillinvest will ensure:

- The Complaints, Feedback 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):

- Student selection and enrolment process
- Quality of training and assessment delivered
- Conduct of a Skillinvest Staff member or Student
- Issuance of certification documentation
- Student services and amenities
- Equal Opportunity including bullying, victimisation, harassment or discrimination
- Any person employed or contracted by Skillinvest
- 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.

Feedback

Feedback to the RTO may also arise in relation to the points listed in the above Complaints section, which may not turn into a complaint. Where the feedback identifies an opportunity to improve 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 made, in the hearing of a complaint or against an assessment result. The RTO operates an appeals management system that:

- Allows Students to appeal decisions of the RTO, any third parties, and any person employed or contracted by the RTO where those decisions adversely affect the Student
- Ensures all parties to the appeal are afforded procedural fairness
- Specifies reasonable timeframes for actioning appeals; and
- Provides avenues for review by an independent party if requested by the appellant (at no or low cost to the appellant)
- Information about how to appeal an adverse decision through the appeals management system is publicly available and easily accessible by Students

The outcomes of appeals are used by the organisation to inform continuous improvement.

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 afforded to all parties 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 will ensure that effective appeal processes are available to Students where decisions of the RTO or a third party adversely affect the Student.

Skillinvest is committed to responding and resolving all complaints and/or appeals in a reasonable timeframe. Skillinvest will ensure complaints and appeals are acknowledged in writing and finalised in a reasonable timeframe, 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):

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

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.

Feedback Register

Skillinvest will maintain a confidential feedback register of all feedback submitted. The Feedback 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
Feedback Register