

Policy	Complaints and Appeals
<p>Purpose</p>	<p>The purpose of this policy is to:</p> <ul style="list-style-type: none"> • ensure that we comply with Standard 6 and its clauses from 6.1 to 6.6 as applicable. • provide students with information on our complaints and appeals policy and procedure so that they are aware of their rights and our responsibilities as an RTO which will help them to make an informed decision. • provide clear and practical guidelines to ensure that complaints of students can be resolved in accordance with the principles of natural justice, and are resolved equitably and efficiently and that they are able to bring their issues, complaints to our attention without any hesitation.
<p>Definitions:</p>	<p>Complaint: A Complaint is an expression of grievance or dissatisfaction about a matter related to our training and assessment service, staff, third party or a fellow learner. It may be about the training, delivery or assessment; the quality of the training; student support and materials; discrimination; and sexual harassment, or any other matter that may concern them.</p> <p>Appeal: In the case where a complainant is not satisfied with the outcome of a complaint, or if they wish to appeal against an assessment decision or any other decision made by us where the complainant is not happy with the outcome of the decision and would like to appeal against it then they will be given every opportunity to appeal the matter further with ExelTrain. If they are still not satisfied with the outcome, an external third party may be used to mediate.</p> <p>Natural Justice is concerned with ensuring procedural fairness:</p> <ul style="list-style-type: none"> • Decisions and processes should be free from bias. • All parties have the right to be heard. • The respondent has a right to know of what He / She is accused. • All parties are told about the decision and the reasons for the decision.
<p>Procedure</p>	<p>EXELTrain Pty Ltd’s complaints and appeals policy and procedure will ensure to:</p> <ul style="list-style-type: none"> • manage and respond to allegations involving the conduct of • the RTO, its trainers, assessors or other staff • a third party providing services on the RTO’s behalf, its trainers, assessors or other staff or • a learner of the RTO • and manage requests for a review of decisions, including assessment decisions, made by the RTO or a third party providing services on the RTO’s behalf. • and will ensure the principles of natural justice and procedural fairness at every stage of the complaints and appeals process is taken into consideration. • provide all the relevant details on the complaints and appeals procedure and is made readily available to all prospective students through our website, student pre-enrolment information kit which is easily available and accessible to students which can be downloaded from our website. • Confidentiality should be maintained throughout the process of making and resolving complaints. ExelTrain seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive work environment. • All students, trainers and assessors and all RTO staff will be provided with a copy of the Complaint and Appeals policy and procedure in their information kits. The information will also contain details of external authorities that they may approach. • All records of complaints and appeals including all outcomes and corrective actions that have been actioned to rectify the issue will be maintained and reviewed as a part of continuous improvement.

<p>Complaints and Appeals Procedure</p>	<p>Complaints</p> <ul style="list-style-type: none"> • ExelTrain believes that a student who has a complaint has the right to raise the complaint and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation. • The student has the right to present the complaint formally as well as in writing. • If the complaint is of an informal nature, and is related to training, the complainant may elect to raise the complaint with the Trainer. If the complainant wants the complaint to be formalized, they can fill out a complaint form that can be forwarded to them via email, fax or post at the time of the complaint being raised. • All complaints and appeals are to documented using our Complaints and Appeals Form and in the first instance given to the relevant Trainer. If the complaint is against the Trainer the form is to be given to the Training and Compliance Department. The form is used to record complaints, which will be acknowledged and addressed as quickly as possible. The form also records appeals against decisions made by the Trainer. In both instances the learner has the opportunity to discuss the complaint/appeal with the Training and Compliance Department. • We will record all relevant details on our Complaints and Appeals form. <ul style="list-style-type: none"> ○ Who has lodged a complaint ○ The complaint /issue ○ Date of complaint ○ The reason of complaint • The Training and Compliance Department will either deal with the issue personally or arrange for it to be dealt with by a management representative. This should be completed within a timeframe of 10 working days.
<p>Complaints and Appeals Procedure</p>	<p>Appeals</p> <ul style="list-style-type: none"> • We will ensure that all our students feel confident that they are being treated fairly and that we have provided them with clear information on how to access the complaint and appeals policy and procedure. • Should the issue still not be resolved to the student’s satisfaction, ExelTrain will make arrangements for an independent external person to resolve the issue. The student will be given the opportunity to formally present his or her case. • They also have access to an independent arbiter if this is needed. • The Training and Compliance Department will discuss the nature of the complaint with Managing Director and will monitor the progress of each complaint or appeal. All outcomes will be documented and presented face to face wherever possible with the learner at a meeting that will be mutual agreed. • The Training and Compliance Department and senior management staff will be responsible for the implementation and maintenance of this policy and procedure. • We will inform them about outcomes of all the complaints and appeals. • All complaints and appeals are resolved within realistic and fair timelines. • Where we as the RTO considers that more than 60 days are required to process and finalise the complaint or appeal it will ensure to inform the complainant or appellant in writing explaining the reason for this and will also ensure to keep the complainant or appellant informed of the ongoing progress of the matter by providing them with regular updates. • Records of further actions to be taken to address the issue and any minutes of meetings that lead to the agreed decisions/ outcomes will be documented. • All documentation relating to complaints/appeals and their relevant outcomes and corrective actions that have been taken to resolve the matter or to eliminate

	<p>or mitigate the likelihood of any reoccurrence. All records will be securely maintained and archived for audit purposes.</p> <ul style="list-style-type: none"> • All complaints and appeals are managed fairly, efficiently and effectively. We will create an environment where clients' views are valued. • We will provide appropriate training to all RTO staff in relation to effectively handle complaints and appeals. • All staff will receive training in the use of the Complaints and Appeals process during staff induction. This is also documented in the Staff Information kit for future reference. The Training and Compliance Department will file all the forms and the review all raised Complaints and Appeals. • We will encourage the parties to approach the complaint with an open mind and to resolve problems through discussion and conciliation. Where a complaint cannot be resolved through discussion and conciliation, ExelTrain Appeals process acknowledges the need for an appropriate external and independent person to mediate between the parties. • The parties will be given the opportunity to formally present their case to the independent person. • Our aim will be to resolve the matter for the complainant and provide them with a solution that will result in a win-win situation which leads to a satisfactory outcome. • We will take relevant action necessary to effectively manage the problem and provide appropriate solution. • We will ensure to take appropriate corrective action to deal with the identified issues and causes of complaints and appeals. • We will ensure that once the issue has been addressed we will ensure to notify all the relevant parties about the outcome and how we have addressed the issue. • In case if the matter is not resolved then the matter can be referred to the to the relevant Australian Mediation Association (http://www.ama.asn.au/) Phone: 1300 MEDIATE (633 428), Email: info@ama.asn.au Fax number: 07 3257 0054 • Once the complaint and or appeal is resolved we will ensure to check that the complainant is satisfied with the outcome and the process of how the issue was handled and record this information in our complaints and appeals register. • As a part of our continuous improvement plan we will review our complaints and appeals register at regular intervals to check if there are any ongoing issues based on the type of complaints and appeals made and if they require any specific strategies to address them and also if they were addressed in a given time frame. • We will monitor and improve our systems so that we can prevent the recurrence of any such issues in the future which will help us to identify issues that could be addressed earlier before they escalate into complaints. • Feedback collected will be used in our continuous improvement plan. • As a part of our continuous improvement plan we will investigate the root cause of the problem so that we can identify areas of improvement so that we can not only implement corrective action but also putting in preventive action in place so that we can avoid a further recurrence. • We will ensure that these processes will improve our practices and performance and increase customer satisfaction level.
Responsible	Training and Compliance Department, Senior Management Staff, Managing Director All RTO Staff
Forms	Complaints and Appeals Form, Complaints and Appeals Register
Reference	Australian Mediation Association