

Complaints and Appeals Policy

TasNetworks Training Centre

RTO No: 1128

Version Number: 1.1

Date: October 2023

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Complaints and Appeals Policy

1 Policy Overview

TasNetworks Training Centre operates a Registered Training Organisation (RTO). We are committed to providing a quality training and assessment experience for our learners, underpinned by the Standards for Registered Training Organisations (RTO) 2015. This policy is integral to our delivery of this commitment.

This policy is a **Level 3** policy, see the *Policy Framework* for further information.

2 Who does this Policy apply to?

This policy has been developed to provide clear instruction and guidance for learners and relevant Training Centre team members about our commitment and approach to handling complaints and appeals.

3 Our Commitment to Complaints and Appeals

TasNetworks makes the following commitments under this policy:

- We aim to provide learners with the best possible environment to learn
- We address any and all complaints and appeals in a fair, constructive and timely manner
- We provide a process for complaints and appeals to be heard and actioned
- We follow the principles of natural justice and procedural fairness by allowing anyone subject to a decision by our RTO, or anyone who has allegations made against them, to tell their side of the story before a decision is made
- All complaints and appeals are managed in a confidential manner
- All complaints and appeals received by our RTO are viewed as an opportunity for us to reflect and improve

4 The Policy

4.1 Purpose

The purpose of this policy is to communicate TasNetworks approach to dealing with complaints and appeals.

We understand that on occasion, there may be instances of dissatisfaction and we genuinely want to address and rectify these promptly. We see feedback as an opportunity to review and improve our policies, practices and procedures.

Our Complaints and Appeals Policy provides a framework for dealing with complaints about our RTO, third parties, team member or other learners and, any requests to appeal a decision that our RTO has made (e.g. an assessment decision).

4.2 Our Approach to Complaints

We can receive complaints from learners, team member or stakeholders through a variety of methods e.g. verbally, in writing (including email), and face to face. Where possible, we will first attempt to resolve the issue informally with you. This may include discussions and general mediation with you about the issue. Any RTO team member can be involved in this informal process to resolve the issue.

However, if the issue is of a more serious nature or the informal approach has left you dissatisfied with the outcome, you may submit a formal complaint. Formal complaints can be provided verbally or in writing to any RTO team member. You should include the following information:

- Date
- Your name, organisation and contact details
- Nature of the complaint
- Dates and details about the issue you are complaining about
- Attachments (if applicable)

A written response acknowledging receipt of the complaint will be provided to you. The details of the complaint are recorded in the Complaints and Appeals Register, which is reviewed and maintained by the RTO Management Team.

Where a complaint cannot be readily resolved, an investigation will take place. Depending on the nature of the complaint, a third party to the Training Centre may need to conduct or assist with the investigation. Where the complaint refers to an individual, the individual is informed of the complaint made against them. The individual will have the opportunity to respond to the allegation.

We aim to identify a resolution and communicate it to all parties involved within 10 working days of receiving the complaint. If we feel the complaint may take longer than 60 days to resolve, we will notify you and also provide you with regular updates regarding progress of your complaint.

We will advise you of the complaint outcome and any corrective action that needs to be taken.

All identified improvements are documented in the Continuous Improvement Register for the RTO Management Team to implement and monitor.

If you are dissatisfied with the complaint outcome you have the right to appeal. To appeal an outcome, TasNetworks RTO must receive, in writing, the grounds for the appeal.

No learner, team member or stakeholder will be disadvantaged in any way during the complaint process. A learner's training and assessment program will not be disrupted whilst a complaint is being processed, unless the nature of the issue prevents it.

4.3 Our Approach to Complaints

As a learner, you can formally appeal an outcome of an assessment decision by submitting a written appeal. This requires you to state your case for appeal and provide the following information:

- Date
- Your name, organisation and contact details
- Details of why an appeal is sought
- Supporting documentation regarding assessment outcome
- Any further supporting documentation

A written response acknowledging receipt of the request for appeal will be provided to you. This response identifies who will be managing your request for appeal and expected time frame to arrive at a decision. The details of the appeal are recorded in the Complaints and Appeals Register, which is reviewed and maintained by the RTO Management Team.

We will seek details from the Assessor/s involved and any other relevant parties. A decision is made regarding the appeal - either the assessment decision stands or possible re-assessment by a third party. The third party can be another Assessor appointed by our RTO.

If you are not satisfied with the outcome of the appeals process, you have the option of pursuing an external appeal. You must notify the Training Centre if you wish to pursue the external appeals option.

5 Further Action

If you are dissatisfied with the outcome from either our complaints or appeals process, you can request that the matter to be further reviewed by an external dispute resolution party, potentially at a cost to you.

If you believe that our RTO is breaching, or has breached its legal requirements, and you believe that our complaints and appeals process has not addressed it, you can complain to the Australian Skills Quality Authority (**ASQA**) by completing their online complaint form.

An annual review of this Complaints and Appeals Policy and procedures is conducted by the RTO Management Team, or earlier if feedback suggests it is necessary.

6 References

- Standards for Registered Training Organisations 2015 (the Standards)

6.1 Compliance

All team members are responsible for complying with this policy, and any breaches of this policy will be treated seriously and may result in disciplinary action being undertaken.

Public Interest Disclosure Statement (“Whistleblowers”)

If an individual is concerned about consequences associated with reporting a serious breach of this Policy, that individual should refer to the Whistleblower Policy available on The Zone or talk to their Leader.

6.2 Related Documents

- Learner Handbook
- TasNetworks Training Centre Policy, Procedures and Practices Manual
- Complaints and Appeals Register
- Continuous Improvement Register
- TasNetworks Resolving Issues and Complaints Policy and Process

7 Need to know more or have a question?

Please contact the Registered Training Organisation (RTO) Team on 03 6271 6111 or email at training@tasnetworks.com.au

8 Administration of this Policy

This policy is administered by our RTO Management Team and is reviewed at least annually and updated as required.