

SP 3 Complaints & Appeals Policy

1. Purpose

This policy is to ensure that Trade Training Group Pty Ltd, trading as MultiSkills Training (MST) responds effectively to individual cases of dissatisfaction. This policy outlines MST's approach to managing complaints and appeals and ensures that all clients, students, employers and other stakeholders are aware of the steps to take to have their dissatisfaction addressed appropriately.

The policy provides an avenue for all complaints & appeals to be addressed in a fair, efficient and confidential manner.

2. Scope

This policy applies to all students, prospective students, clients, employers, staff and other stakeholders of MST.

3. Definitions

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment.

Client means a student, enterprise or organisation that uses or purchases the services provided by an RTO.

A complaint is generally negative feedback about services or staff which has not been resolved locally.

Person includes a body politic or corporate as well as an individual.

Services mean training, assessment, related educational and support services and/or any activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support.

4. Policy

Policy Statement

MST is committed to developing and maintaining an effective, timely, fair and equitable complaints and appeals system which is easily accessible and offered to complainants.

In managing complaints & appeals, MST will ensure that:

- The principles of natural justice and procedural fairness are adopted at every stage of the process.
- The complaints & appeals policy is publicly available.
- There is a procedure for making a complaint or an appeal.
- Complaints & appeals are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- All students & clients have the right to express a concern or problem and/or lodge a complaint or appeal if they are dissatisfied with the training and assessment services that they have been provided (including through a third party) or the behavioural conduct of another student.
- All complaints & appeals are acknowledged in writing and finalised as soon as practicable.

- The complaint/appeal resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant.
- If the complaint will take in excess of sixty (60) calendar days to finalise MST will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.

All formal complaints and appeals and their outcomes will be recorded on the Complaints and Appeals Register. In addition, the register will be regularly reviewed by Continuous Improvement Committee (CIC) and used as an opportunity for improvement.

Types of Complaints

A complaint may include allegations involving the conduct of:

- MST, its trainers, assessors or other staff.
- A third-party providing services on behalf of MST, its trainers, assessors or other staff.
- A student of MST

Grounds for Appeal

Valid grounds for an appeal against an assessment decision (where the student feels the assessment decision is incorrect) could include the following:

- The judgement as to whether competency has been achieved and demonstrated was made incorrectly.
- Alleged bias of the assessor.
- Alleged wrong information from the assessor regarding the assessment process.
- Faulty or inappropriate equipment.
- Inappropriate assessment conditions.

The Complaints Process

Below is a summary of the complaints process:

- a) Complaints are to be made in writing within seven (7) calendar days of the incident using the complaints & appeals form.
- b) A submitted complaint form will constitute a formal complaint from the student. Further detail of the complaint can be provided by the student verbally.
- c) The Office Operations Manager must be informed of receipt of all complaints immediately.
- d) The Office Operations Manager may delegate responsibility for the resolution of the complaint.
- e) In the case of a complaint, the Office Operations Manager will initiate a transparent, participative investigation to identify the issues.
- f) Complaints, where possible, are to be resolved within fourteen (14) calendar days of the initial application.
- g) In all cases the final conclusion will be assessed by the Office Operations Manager.

- h) The student will be advised in writing of the outcome of their complaint, within seven (7) days of resolution.
- i) If the outcome is not to the satisfaction of the student, they may seek an appointment with the Office Operations Manager.
- j) If the student is not satisfied with the decision, they have the option to seek outside assistance to pursue the complaint.

NB: further details of the complaints process is available on the MST websites under the policies & procedures section.

The Appeals Process

Below is a summary of the appeals process:

- a) Appeal to be made in writing within seven (7) calendar days of notification of the assessment decision using the complaints & appeals form.
- b) A submitted Appeals form will constitute a formal appeal from the appellant. Further detail may be provided by the appellant verbally.
- c) The Office Operations Manager shall be informed of receipt of any appeal.
- d) The Office Operations Manager may delegate responsibility for the resolution of the appeal, as appropriate.
- e) Appeals, where possible, are to be resolved within twenty-eight (28) days of the initial application.
- f) In all cases the final conclusion will be endorsed by the Office Operations Manager.
- g) The appellant will be advised in writing of the outcome of their appeal, within seven (7) days of the resolution.
- h) If the outcome is not to the satisfactory of the appellant, they may seek an appointment with the Office Operations Manager.
- i) If the appellant is not satisfied with the decision, they have the option to seek outside assistance to pursue the appeal.

NB: further details of the appeals process is available on the MST websites under the policies & procedures section.

Records Management

Records of all complaints & appeals and their outcomes are maintained securely.

Records of complaint/appeal include:

- How the complaint/appeal was dealt with.
- The outcome of the complaint/appeal.
- The timeframes for resolution of the complaint/appeal.
- The potential causes of the complaint/appeal.
- The steps taken to resolve the complaint/appeal.

Monitoring & Improvement

All complaints & appeals are monitored by the Office Operations Manager and will be discussed at CIC meetings with areas for improvement identified and acted upon.

SUPPORTING DOCUMENTATION

Document Code	Document Name	Document Type
SP 3.1	Complaints & appeals procedure	Procedure
SP R1	Complaints & appeals register	Register
SP 3.1.1	Complaints & appeals form	Template

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