

<b>Section</b>		<b>Version</b>	1
<b>Distribution</b>	CTI	<b>Document Type:</b>	Policy
<b>Responsible</b>	Andrew Lewis	<b>Created</b>	16 February 2022
<b>Author</b>	Paul Cavicchia	<b>Revision Due</b>	30 June 2024
<b>File Path</b>			

# COMPLAINTS AND APPEALS POLICY

## Policy and Procedure

Version	Date	Author	Approved by	Review Due		Summary of Changes
1	16/02/2021	Paul Cavicchia	Andrew Lewis	30/06/2023		Initial Version

### Approval

Name	Position	Signature	Date
Andrew Lewis	CEO		1 March 2022

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## Policy

### 1.0 Policy Statement

To meet the Standards for RTOs 2015 (v2.2 2019) this policy addresses Standard 6 which requires that Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

### 2.0 Purpose

The purpose of this policy is to outline formal transparent complaints and appeals processes for students and learners, to understand their rights and the RTOs responsibilities.

### 3.0 Responsibility

This policy applies to Students, Learners, trainers, assessors within first, second- or third-party arrangements.

### 4.0 Definitions

<b>Appeal</b>	A request to review a decision that has previously been made. Appeals can be made for any part of a client's involvement with AVT.
<b>Complaint</b>	A stakeholder's expression of dissatisfaction with any service provided by AVT
<b>SRTO</b>	Standards for Registered Training Organisations 2015 V2.2 Oct 2019

### 5.0 Statement of policy

#### 5.1 Complaints and Appeals system

- 5.1.1 AVT's commitment endeavours to provide satisfactory services to all its clients during their course of their training interaction. However, despite all genuine efforts of AVT to provide satisfactory training services, complaints may arise requiring formal resolution.
- 5.1.2 AVT is committed to developing and maintaining an effective, timely, fair and equitable complaints and appeals system which is easily accessible and offered to complainants and appellants at no charge.
- 5.1.3 AVT ensures an organisational culture which treats complaints and appeals as an opportunity to improve the organisational modus operandi. The complaints and appeals system is client focused to prevent these events from recurring.
- 5.1.4 All complaints and appeals are resolved promptly, objectively, with sensitivity and in complete confidentiality.
- 5.1.5 that there is a consistent response to complaints and appeals
- 5.1.6 Where a student chooses to access this policy, the RTO will maintain the student's enrolment while the internal complaints and appeals process is ongoing.

5.2 The views of each complainant, appellant and respondent are respected and that any party to complaint or appeal is not discriminated against nor victimised.

5.3 Students and Learners are fully informed of their right to lodge a complaint or appeal.

5.4 Staff responsible for investigating the complaint will not be the subject of the complaint or appeal.

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- 5.5** All formal complaints appeals and their outcomes will be recorded in the Complaints & Appeals Register. This register is regularly reviewed by the RTO Manager and used as an opportunity for improvement and reflection.
- 5.6** The RTO will acknowledge receipt of formal complaints and appeals to the complainant/appellant within **three (3)** working days upon receipt such a complaint or appeal.
- 5.7** The RTO will endeavour to resolve complaints and appeals within **twenty (20)** working days or as soon as practicable upon receipt of the formal complaint or appeal. However, in some cases, particularly if the matter is complex, the resolution may take longer, in which case, complainants and appellants will be advised of an extended timeframe.

## 6.0 Scope of Complaints and Appeals

Complaints and appeals may be made in relation to any of the RTOs activities and decisions in responding to allegations involving the conduct of:

- The RTO, its trainers, assessors or other staff
- A third-party providing services on the RTOs behalf, its trainers, assessors or other staff
- A learner of the RTO.

Students and Learners are encouraged, wherever possible to resolve concerns or difficulties directly with the person(s) concerned to deal with the issue before it becomes a formal complaint. This process can be performed through mediation or conciliation.

RTO acknowledges the need for an appropriate independent party to mediate where an appropriate outcome cannot be reached internally via the Complaints and Appeals process.

A written record of all complaints, appeals and outcomes handled under this policy shall be maintained for a period of two (2) years following a student completion. All complaints and appeals will be listed in the complaints register.

Appeals must be made within ten (10) working days of the original decision having been made.

All Appeals are managed by the RTO Manager.

## 7. The nature of an Appeal

Students have the right to make an appeal against an academic/assessment decision. Appeals against an assessment decision may only be made on the following grounds:

- a) the student/learner was not provided with a sufficient course outline explaining the assessment process.
- b) the assessment process was not carried out in line with the course outline.
- c) the student's support needs were not taken into consideration as required.
- d) the assessment process did not meet the requirements of the relevant training package.
- e) the student genuinely believes that their assessment grading requires review.
- f) alleged bias or incompetence of the trainer/assessor, faulty or inappropriate equipment and/or facilities provided to undertake the assessment.
- g) The RTO did not meet the Rules of Evidence and Principles of Assessment.

## 8. Process:

Address all complaints in writing to the Student Services Officer to email address: [smurrells@ctitraining.com.au](mailto:smurrells@ctitraining.com.au)