

Policy and Procedure

Complaints and Appeals

13 December 2023 Version 1.4



Policy

RAISE Training ensures that complaints and appeals are recorded, acknowledged, and dealt with fairly, efficiently and effectively.



Purpose

Our complaints and appeals policy enables learners and clients to be informed of and understand their rights and includes a mechanism for them to be acknowledged and dealt with fairly, efficiently, and effectively.



Scope

This policy applies to all staff and contractors who are engaged by RAISE Training but primarily those involved in the provision of training and assessment services to clients.

Definitions

Complaint - can be about any aspect of the services RAISE Training provides. This could include complaints about training delivery, assessment, skills recognition, discrimination, harassment, and any other issues that may arise.

Appeal - is where the learner is not satisfied with the outcome of an assessment or any issue that directly relates to the successful completion of a Training Program or VET Course and issue of an AQF Qualification or Statement of Attainment. For example, the learner may believe that a decision has been made without sufficient consideration of evidence presented.

Complaints

A complaint may be lodged with RAISE Training in person to any course facilitator or staff member or via the organisation's website.

A complaint can be lodged by any client, against any course facilitator or staff member of RAISE Training, including those operating under agreement or on behalf of the organisation, or about the expected service provided, by any course facilitator or staff member.

Any complaint will be considered by the RTO Manager as part of an annual review, where there has been an identified opportunity for improvement.

Most minor complaints, such as those that can be addressed by a course facilitator or staff member are to be responded to at the earliest convenience, where practical. A minor complaint is any verbal statement made by a client with the expressed dissatisfaction of service provided. An example of a minor complaint is where a client has requested an expected outcome that has not been made available (e.g. course or policy information being made available) or may be as simple as not having a pen available.

Minor complaints do not need to be recorded if they are corrected and there is no likelihood of being repeated or if there is an identified opportunity for improvement. Minor complaints or related areas for improvements are to be recorded within the 'Course Facilitator Feedback Form'.

A major complaint is any complaint where a client has felt compelled to make a verbal report about the service provided or submits a complaint via the organisation's website. A major complaint usually requires a decision to be made to correct what has been reported. An example of a major complaint is where a client has expressed dissatisfaction in the way a course has been facilitated (e.g. the method in which a course has being delivered).

Major complaints are to be recorded in the Complaints and Appeals Register or within the Continuous Improvement Register (where a client has identified that a response is not required).

Complaints about subcontractors

Where a decision is to be made based on a received complaint relating to the service provided by a subcontractor and in the interest of fairness, the RTO Manager is to investigate the matter to hear from all parties involved. All parties are to be provided written advice, if there is a delay due to any investigation, outlining the reasons.

Before any decision is to be made, all parties are to be provided an opportunity to review the outcome of the investigation and respond. The review of the matter and the initial response to all parties is to include a description of the possible decision, the criteria for making the decision and information on which any such decision would be based.

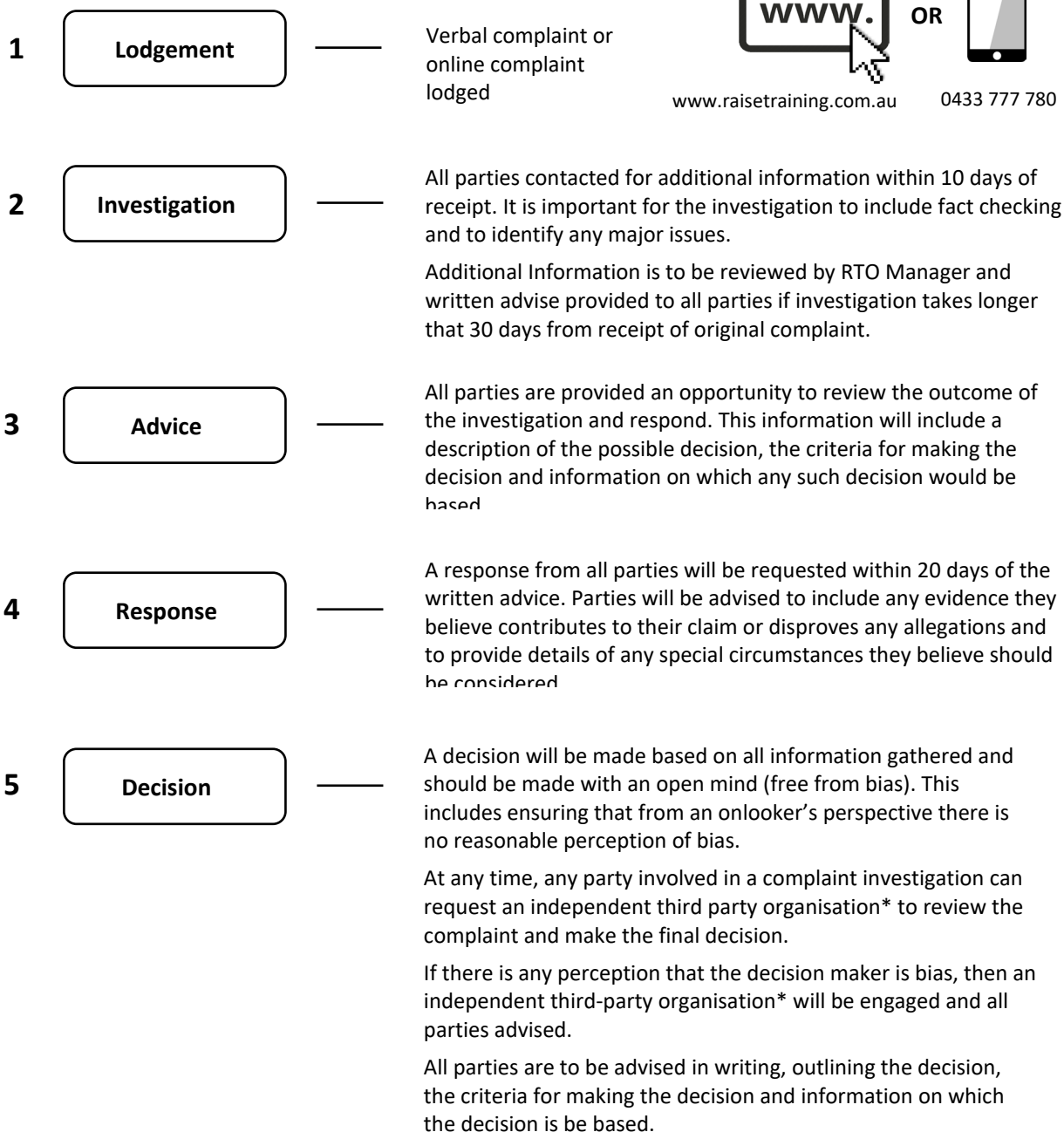
A summary of the information is sufficient; original documents and the identity of confidential sources do not have to be provided.

Once all parties have been provided an opportunity to respond and a decision made, advice is to be provided in writing, outlining the decision, the criteria for making the decision and information on which the decision is based.

Any complaint regarding a subcontractor is to also be recorded within the staff member's file.

Complaints are to be handled within 60 days.

Complaints Handling Flowchart



Appeals

An appeal may be lodged with RAISE Training in person to any course facilitator or staff member or via the organisation's website.

An appeal can be lodged by any client, against any course facilitator, including those operating under agreement or on behalf of the organisation, if not satisfied with the outcome of an assessment or any issue that directly relates to the successful completion of a Training Program or VET Course.

An appeal can be lodged verbally to the RTO Manager by contacting 0433 777 780 or by submitting an appeal via the organisation's website.

Once an appeal has been received, the RTO Manager is to investigate the matter to hear from all parties involved and to gather any evidence that relates to the original assessment decision. To facilitate the investigation, the RTO Manager may use the services of an independent and qualified industry professional and/or assessor.

All parties are to be provided written advice, if there is a delay due to any investigation, outlining the reasons.

Before any decision is to be made, all parties are to be provided an opportunity to review the outcome of the investigation and respond. The review of the matter and the initial response to all parties is to include a description of the possible decision, the criteria for making the decision and information on which any such decision would be based.

A summary of the information is sufficient; original documents and the identity of confidential sources do not have to be provided.

Once all parties have been provided an opportunity to respond and a decision made, advice is to be provided in writing, outlining the decision, the criteria for making the decision and information on which the decision is based.

As a result of the appeal and/or the outcome of the appeals process, the RTO Manager may arrange for the assessment process and/or tools to be reviewed and re-developed, where necessary.

At any time, any party involved in an appeal can request an independent third-party organisation* to review the appeal and make the final decision.

Appeals are to be handled within 60 days.

Appeals Handling Flowchart

1 **Lodgement**

Verbal appeal or online appeal lodged



OR

www.raisetraiding.com.au

0433 777 780

2 **Investigation**

All parties contacted for additional information within 10 days of receipt. It is important for the investigation to include fact checking and to identify any major issues as well as to gather all related assessment material leading to the original assessment decision.

Additional Information is to be reviewed by RTO Manager and written advise provided to all parties if investigation takes longer

3 **Advice**

All parties are provided an opportunity to review the outcome of the investigation and respond. This information will include a description of the possible decision, the criteria for making the decision and information on which any such decision would be based

4 **Response**

A response from all parties will be requested within 20 days of the written advice. Parties will be advised to include any evidence they believe contributes to their claim and to provide details of any special circumstances they believe should be considered.

5 **Decision**

A decision will be made based on all information gathered and be based on the rules of evidence and assessment guidelines. The decision should be made in collaboration with a qualified and experienced, independent assessor with no perceived bias. This includes ensuring that from an onlooker's perspective there is no reasonable perception of bias.

At any time, any party involved in an appeal investigation can request an independent third party organisation* to review the appeal and make the final decision.

If there is any perception that the decision maker is bias, then an independent third-party organisation* will be engaged and all parties advised.

All parties are to be advised in writing, outlining the decision, the criteria for making the decision and information on which the decision is based.