Complaints and Appeals Policy and Procedure

**Purpose**

This policy and procedure outlines the management process undertaken by ARC Training for receiving and responding to complaints or appeals in a timely, fair and transparent manner.

**Scope**

This policy applies to students, members of the public affected by the actions of ARC Training, staff of ARC Training and any third parties acting on behalf of ARC Training.

**Definitions**

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| Appeal | A request by a student to reconsider a result or decision regarding assessment. |
| ASQA | Australian Skills Quality Authority. |
| Complaint  | Dissatisfaction expressed about a product or service provided requiring resolution.  |
| Complainant | The person or entity raising the complaint. |

**Aim**

To ensure the receiving and responding to complaints and appeals meets the Standards for Standards for National VET Regulator (NVR) RTOs 2012/ Standards for Registered Training Organisations (RTOs) 2015 other State and Commonwealth Government funding requirements and all relevant legislation.

Policy

ARC Training provides a system for the receiving and managing of complaints or appeals which are publicly accessible, easily understandable and embraces the principles of fairness and transparency throughout all stages of the process.

Where reasonably practicable, resolution of complaints and appeals will be resolved in the earliest possible time frame. Complaints and appeals will be recorded within 24 hours of receipt on the ARC Training Complaints and Appeals Register.

All complaints and appeals will be acknowledged in writing within 10 working days of receipt and outline the actions or investigations to be taken. All complaints and appeals will, where practicable, be finalised within 60 days from receipt.

The complainant will have the opportunity to meet with an ARC Training representative and present their case. A support person may accompany the complainant to this meeting.

All complaints or appeals will be dealt with in a sensitive and fair manner. The decision regarding the outcome of any complaint or appeal will be communicated in writing within 10 working days of decision.

Where a resolution is unable to be achieved a third party will be engaged to conciliate. Any cost of the engagement of the third party will be made available to the complainant at this stage.

Procedure

1. ARC Training staff will refer all complaints or appeals to the Administration Manager. A detailed account of the complaint should be in writing, using the Complaints and Appeals form or a record of conversation will be recorded and noted on the complaints register.
2. The Administration Manager will notify the CEO and/or the Training Delivery Manager of the complaint/appeal.
3. The Administration Manager will send the complainant a written acknowledgment of the receipt of the complaint/appeal within 10 working days. This letter will outline the steps to be taken to resolve the matter and outline time frames.
4. An investigation of the matter will be undertaken by the Administration Manager. The complainant will have access to their records or assessments at this time if requested.
5. Once investigated the complainant will be contacted and a meeting[[1]](#endnote-1) arranged to discuss the matter. All findings of the investigation will be made available to the complainant.
6. The Administration Manager will document all matters discussed at the meeting and all possible avenues will be considered to resolve the complaint or appeal. A decision will be provided to the complainant in writing at the earliest possible opportunity (within 60 days of receipt).
7. Where resolution of the complaint or appeal is not possible through the above steps the complainant will be offered an opportunity to have a third party review and make a direction on the matter.
8. If the matter is unresolved after being reviewed by a third party then the complainant may be directed to contact ASQA.
9. All steps taken and correspondence entered into will be recorded on the ARC Training Complaints and Appeals Register.

Requirements of Standards for National VET Regulator (NVR) RTOs 2012/ Standards for Registered Training Organisations (RTOs) 2015

ARC Training understands that all procedures must comply with the Standards for National VET Regulator (NVR) RTOs 2012/ Standards for Registered Training Organisations (RTOs) 2015, the Work Health and Safety Act 2011 and all other applicable legislation or Government funding requirements.

1. meeting may be via telephone [↑](#endnote-ref-1)