

Complaints and Appeals

Policy and Procedure

Policy

Intuitive Training is committed to responding to the need of Students, Staff and Stakeholders. In the event that Students, Staff or Stakeholders are not satisfied with any aspect of the service received we would like the opportunity to address the issue. We encourage them to contact us with any concern or cause for dissatisfaction (complaints) or if they disagree with a decision made by the RTO, including a result that has been decided (an appeal).

The complaints and appeals process must be made publicly available via Intuitive Trainings website.

Procedure

COMPLAINTS

Complaints are the expression of dissatisfaction with the quality or any aspect of the business operations and service, including nuisances, discrimination or similar against another person, inclusive of Students, Staff and Contractors.

The following are examples of issues for which Students may lodge a complaint:

- enrolment
- training delivery
- training and/or assessment, including Recognition of Prior Learning (RPL)
- any other activities associated with the delivery of training and assessment services
- issues such as discrimination, sexual harassment, Student amenities, etc.

First instance: Students are encouraged to speak immediately with their Trainer. If the Student is not comfortable addressing the issue with the Trainer they are encouraged to contact the General Manager.

Second instance: If the issue is not resolved the Student is encouraged to either speak to or contact in writing the Director.

Third instance: If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representative(s) or external mediator such as LEADR or for specific issues such as discrimination the relevant body e.g. Anti-discrimination board.

Outcomes of complaints will be provided to the Student in writing within fifteen (15) working days of the decision.

In the event that a complaint has been lodged an Incident/Complaint Form must be completed and forwarded to the General Manager immediately, even if the situation has been resolved to the satisfaction of all parties.

All complaints, irrespective of the outcome must be recorded in the Complaints Register detailing:

- Date of complaint
- Student name
- Complaint details
- Complaint outcome
- Outcome date

If at any point throughout the complaint it is anticipated that the process will take longer than 60 days the person submitting the complaint will be advised of the delay and the reason for the delay.

The Complaints Register is to be managed and maintained by the General Manager. Complaints must be updated within the register as soon as is possible, no later than two (2) working days after the complaint is received. The outcome of the complaint must be recorded in the Complaint Register as soon as possible, no later than two (2) working days after the outcome determined.

The Complaints Register is to be saved electronically in the RTOs management file in the “Complaints” in “Complaint and Appeals.”

A review of the complaint is to be undertaken and actions implemented to reduce the likelihood of the same complaint being reported in the future.

APPEALS

Appeals are the expression of dissatisfaction with a decision made by the RTO, including an assessment result.

Appeals are the expression of the dissatisfaction of a decision made by the RTO. There are various grounds for lodging appeal. These include, but are not limited to:

- assessment results.
- refused refund.
- refused requests for an extension.

STEP 1

If the Student is not satisfied with a decision made by the RTO, they must complete the Appeals Form - Part A and forward to the General Manager

(To be submitted within 5 days of receiving a result)

STEP 2

The decision is to be reviewed by a different party other than the person who made the decision, findings of the review are to be summarised on the Appeals Form. The Student is to be advised of the appeals outcome within ten (10) working days.

(This should occur within ten 10 working days of Step 2)

STEP 3

If still not satisfied with the outcome of the appeal, the appeal is to be reviewed by the Director. The Director will send an acknowledgement letter to the Student, record receipt of the Appeals Form, then conduct the review. The Director if necessary will convene a review panel to thoroughly examine the appeal.

(Students are to be advised of the outcome within ten (10) working days).

In the event that it is going to take more than 60 days to review the complaint the complainant will be notified in writing and how long it should take before a decision is made.

STEP 4

If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representative(s) or external mediator such as LEADR.

(The Student is to be advised of the outcome within fifteen (15) working days).

Procedure

1. Students are to be made aware of their right to express dissatisfaction with the RTO to Australian Skills Quality Authority (ASQA) by completing the complaints form at;
<http://www.asqa.gov.au/complaints/making-a-complaint.html>
2. All Employees/Contractors and prospective Students are provided with a copy of the Complaints and Appeals Procedure in the Staff and Student Handbook.
3. All appeals against assessment must be lodged within five (5) working days of receipt of the outcome.
4. All complaints and appeals are to be handled professionally and confidentially in order to achieve a satisfactory resolution.
5. All parties are to have a clear understanding of the steps involved in the procedures.
6. Each Appellant/Complainant will be provided with the opportunity to present his or her case at each stage of the process.
7. All complaints and appeals will be managed fairly and equitably and as efficiently as possible.
8. All discussions relating to formal complaints and appeals are to be recorded in writing and the Appellant/Complainant provided with a written statement of the outcomes, including reasons for the decision.
9. Intuitive Training will provide Trainers and/or Students with details of external authorities that they may approach with respect to their complaint if required.
10. Intuitive Training will endeavour to resolve any complaint referred to it by ASQA within ten (10) working days of its receipt of the complaint.
11. This policy provides an avenue for most complaints and appeals to be addressed. However, in some cases, alternative measures may need to be explored.
12. Intuitive Training will encourage all parties to approach a complaint or appeal with an open view and attempt to resolve issues through discussion and conciliation. Where resolution cannot be achieved through discussion and conciliation Intuitive Training will acknowledge the need for an appropriate external and independent agent to mediate between the parties.
13. Once finalised a review of the appeal is to be undertaken, and actions implemented to reduce the likelihood of the same issue occurring in the future.
14. Records relating to the complaint or appeal including the associated registers are to be securely retained.

Supporting Documents:

- Appeals Form.
- Appeal Register.
- Complaints Form.
- Complaints Register.