

# COMPLAINTS AND APPEALS

You may find a time when you don't agree with an assessment decision, the way training has been conducted or any aspect of our business.

You may wish to lodge a complaint or appeal a decision and that's OK! We are here to help support you through this process.

We take the stance that complaints and appeals gives us the opportunity to enhance and improve the quality of our services. Therefore, we welcome and encourage feedback from our students, employers, members' of the community, stakeholders, contractors and our staff.

We commit to processing each complaint and appeal professionally and fairly.

- We will treat all complaints or appeals in a fair, constructive and timely manner
- We will handle complaints or appeals professionally and confidentially
- We will attempt to satisfies all parties with a resolution to a complaint or appeal

## What is a complaint?

A complaint is an expression of dissatisfaction with an action, product or service provided by our RTO. Complaints may be received from students, employers, members of the community, stakeholders, contractors or our staff.

Complaints about a particular incident should be made within ninety (90) calendar days of the incident occurring.

## What is an appeal?

An appeal is where a student, employer, member of the community, stakeholder, contractor or a staff member may dispute a decision made by our RTO. The decision in question may be an assessment decision or may be about any other aspect relating to our operations.

Appeals must be made within thirty (30) calendar days of the original decision being made.

Where we consider more than 60 calendar days are required to process and finalise the complaint or appeal, we will:

- a) inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required
- b) regularly update the complainant or appellant on the progress of the matter.

An independent third party may be appointed to be involved in the resolution of a complaint or appeal where it is deemed necessary.

## How do I lodge a complaint?

### Step 1 – Let's Talk

If you have any concerns or are dissatisfied with us in anyway, please talk directly to your Trainer or any staff member from our team.

In the event you would like to speak with someone other than your Trainer, please call our office and speak with the **State Manager**. We would love the opportunity to resolve any issues you may have.

**Phone: 1300 785 802**

If you would like to make a formal complaint, please proceed to **Step 2**

### Step 2 – Lodging a Formal Complaint

To make a formal complaint in writing either complete the Complaints and Appeals Submission Form attached or send a letter attention to our State Manager.

- > **Via email:** [info@agedcaretrainingservices.com.au](mailto:info@agedcaretrainingservices.com.au)
- > **Via post:** VIC - 6/85 Bardia Avenue, Seaford Vic, 3198  
WA – Level 2, 87-89 Guthrie St, Osborne Park WA 6017

The below details should be included with your submission:

- > Your full name, address and contact details; including mobile and email
- > What course you are enrolled in and the course location
- > Details of the complaint; what are the circumstances surrounding the issue
- > Person or persons involved; witnesses that could support your case
- > Any evidence; including dates or documentation

### Step 3 – Formal Complaint Received

Our State Manager will record your complaint on the Complaints and Appeals Register upon receipt. A **Complaints acknowledgement** email will be sent within 7 days to advise you of our receipt of the complaint.



#### **Step 4 – Investigating the Complaint**

Our State Manager will investigate the complaint, examine evidence received and schedule meetings with required parties where necessary. We strive to resolve all complaints **within 21 days** of receipt.

If a meeting with the complainant is required, we will ensure the below:

- > Will be offered to bring a support person
- > Minutes of the meeting will be documented
- > Where the complainant is unavailable to attend a meeting, we will conduct a phone conference
- > Where the complainant declines to attend a meeting, a formal response will be decided in their absence

Complainants have the right to access advice and support from independent external agencies / persons at any point of the complaints process.



#### **Step 5 – Formal Complaint Outcome**

Once a decision has been reached, our State Manager will inform all parties of any decisions or outcomes that are concluded **within 7 days** of the final decision.

This will be in writing via the **Complaints Outcome** email or letter. Within the notification letter the complainant will be advised:

- > The reason for the outcome decision
- > The right to appeal the outcome



#### **Step 6 – Closing the Complaint**

The State Manager will update and close the complaint in the **Complaints and Appeals Register**. All correspondence and evidence obtained will be securely filed into the individual complaint folder.

The following documents should be included:

- > Copy of the Complaint Submission Form or written application
- > Copy of the Complaints Acknowledgement letter or email
- > All evidence and correspondence
- > Meeting minutes
- > Copy of the Complaints Outcome letter or email

## How do I lodge an appeal?

### Step 1 – Lodging an Appeal

To make a formal appeal either complete, the Complaints and Appeals Submission Form attached or send us a letter, attention to our State Manager.

- > **Via email:** [info@agedcaretrainingservices.com.au](mailto:info@agedcaretrainingservices.com.au)
- > **Via post:** VIC - 6/85 Bardia Avenue, Seaford Vic, 3198  
WA – Level 2, 87-89 Guthrie St, Osborne Park WA 6017

The below details should be included with your submission:

- > Your full name, address and contact details; including mobile and email
- > What course you are enrolled in and the course location
- > Details of the complaint; what are the circumstances surrounding the issue
- > Person or persons involved; witnesses that could support your case
- > Any evidence; including dates or documentation

### Step 2 – Formal Appeal Received

Our State Manager will record your appeal on the Complaints and Appeals Register upon receipt. An **Appeals acknowledgement** letter or email will be sent within 7 days to advise you of our receipt of the appeal.

### Step 3 – Investigation the Appeal

Our State Manager and State Coordinator will identify the nature of the appeal and select the appropriate course of action from below. We strive to resolve all appeals **within 21 days** of receipt.

**If an appeal is in respect to an assessment**, an independent third party assessor will conduct a reassessment. The appellant will be given the opportunity to formally present his/her case.

**If the appeal is in respect to disputing a complaint outcome** other than an assessment, then the appeal will be scheduled to be heard by an independent person or panel – providing the appellant with the opportunity to formally present his/her case.

If a meeting with the appellant is required, we will ensure the below:

- > Will be offered the opportunity to bring a support person
- > Minutes of the meeting will be documented
- > Where the appellant is unavailable to attend a meeting, we will conduct a phone conference
- > Where the appellant declines to attend a meeting, a formal response will be decided in their absence



#### **Step 4 – Formal Appeal Outcome**

Once a decision has been reached, our State Manager will inform all parties of any decisions or outcomes that are concluded **within 7 days** of the final decision. This will be provided in writing via the **Appeals Outcome** letter or email.

Where an appeal is found to be sustained, we will take whatever action is needed to ensure that the issues regarding the complaint/appeal are addressed so that it does not reoccur – part of the **continuous improvement** process. Such action may include counselling of employees or contractors, where necessary.



#### **Step 5 – Closing the Appeal**

The State Manager will update and close the appeal in the **Complaints and Appeals Register**. All correspondence and evidence obtained will be securely filed into the individual appeal folder.

The following documents should be included:

- > Copy of the Appeal Form or written application
- > Copy of the Appeals Acknowledgement letter
- > All evidence and correspondence
- > Meeting minutes
- > Copy of the Appeals Outcome letter or email



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Please provide examples or timeline of events that has prompted you to make a complaint or appeal:

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Please list the person or persons involved (including witnesses to support the case):

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Are the above persons aware of your complaint or appeal?

Yes       No

Please submit this form to:

- > **Via email:** [info@agedcaretrainingservices.com.au](mailto:info@agedcaretrainingservices.com.au)
- > **Via post:** VIC - 6/85 Bardia Avenue, Seaford Vic, 3198  
WA – Level 2, 87-80 Guthrie St, Osborne Park WA 6017

Please note: we have up to 7 days to acknowledge your complaint and we strive to resolve all complaints within 21 days of receipt.

**National Complaints Hotline:**

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
- Email: [skilling@education.gov.au](mailto:skilling@education.gov.au)

For more information about the National Complaints Hotline, refer to the following webpage:

<http://www.industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/FrequentlyAskedQuestions.aspx#>

**Australian Skills Quality Authority (ASQA):**

Complainants may also complain to Century Group RTO's registering body: Australian Skills Quality Authority (ASQA).

However, ASQA will only use the information you provide to inform its regulatory approach and will not contact Century Group on behalf of the complainant or act as their advocate. For more information, refer to the following webpage:

<http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html>