



ADT013 - Complaints and Appeals 5.0.docx

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| Next review: | October 2018 |

ADT014 – Complaints and Appeals

Policy

ALLTRUCK DRIVER TRAINING ensures that complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

Purpose

To state the method in which ALLTRUCK DRIVER TRAINING has implemented a transparent complaints and appeals policy that 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

The scope of this policy applies to all staff of ALLTRUCK DRIVER TRAINING.

Responsible Parties

Chief Executive Officer - Policy control, issue, compliance and adjustment

Definitions

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.

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

Procedure

Complaints

A complaint may be lodged in person or in writing with ALLTRUCK DRIVER TRAINING, who will conduct an investigation (if required), assess the situation and take appropriate action.

1. A Complaints and Appeals Form is made available on our website.
 - a) Learners should submit their complaint within fourteen (14) days to enable ALLTRUCK DRIVER TRAINING to respond to the issues at hand more effectively.
 - b) ALLTRUCK DRIVER TRAINING will conduct an investigation (if required), within fourteen (14) days of receiving the complaint, assess the situation and take appropriate action to resolve the situation.
2. Learners who are dissatisfied with any response will have their complaint referred to the Chief Executive Officer who will conduct an investigation, make a formal assessment of the situation in writing and take appropriate action.
 - a) All matters referred to the Chief Executive Officer will be documented within the Complaints and Appeals Register.
 - b) If the investigation reveals a breach in conduct by a staff member or contractor, the Chief Executive Officer may undertake disciplinary action as required.

- c) Recommendations for change are documented in the Continuous Improvement Register, which are implemented by Chief Executive Officer. The changes implemented are reviewed and adjusted if deemed necessary.
3. Learners who are dissatisfied with any further response will have their complaint referred to an independent arbitrator*¹ to seek resolution of the issue.
 - a) If all parties are satisfied with the result the details of the complaint will be documented within the Complaints and Appeals Register.
 4. If either party is dissatisfied with the result of the independent arbitration the matter will be referred to the Australian Skills Quality Authority (ASQA) for a final decision.
 - a) The details of the issue will be documented within the Complaints and Appeals Register.

Issues which relate to improvements to ALLTRUCK DRIVER TRAINING policies, procedures and systems will be referred to the Chief Executive Officer, as required.

For further information refer to the *Complaints Flow Chart*.

* 1 *The independent arbitrator will be a person who does not have an association with ALLTRUCK DRIVER TRAINING or the client and will preferably be sourced from an organisation such as the Institute of Arbitrators & Mediators Australia (IAMA)*

Appeals

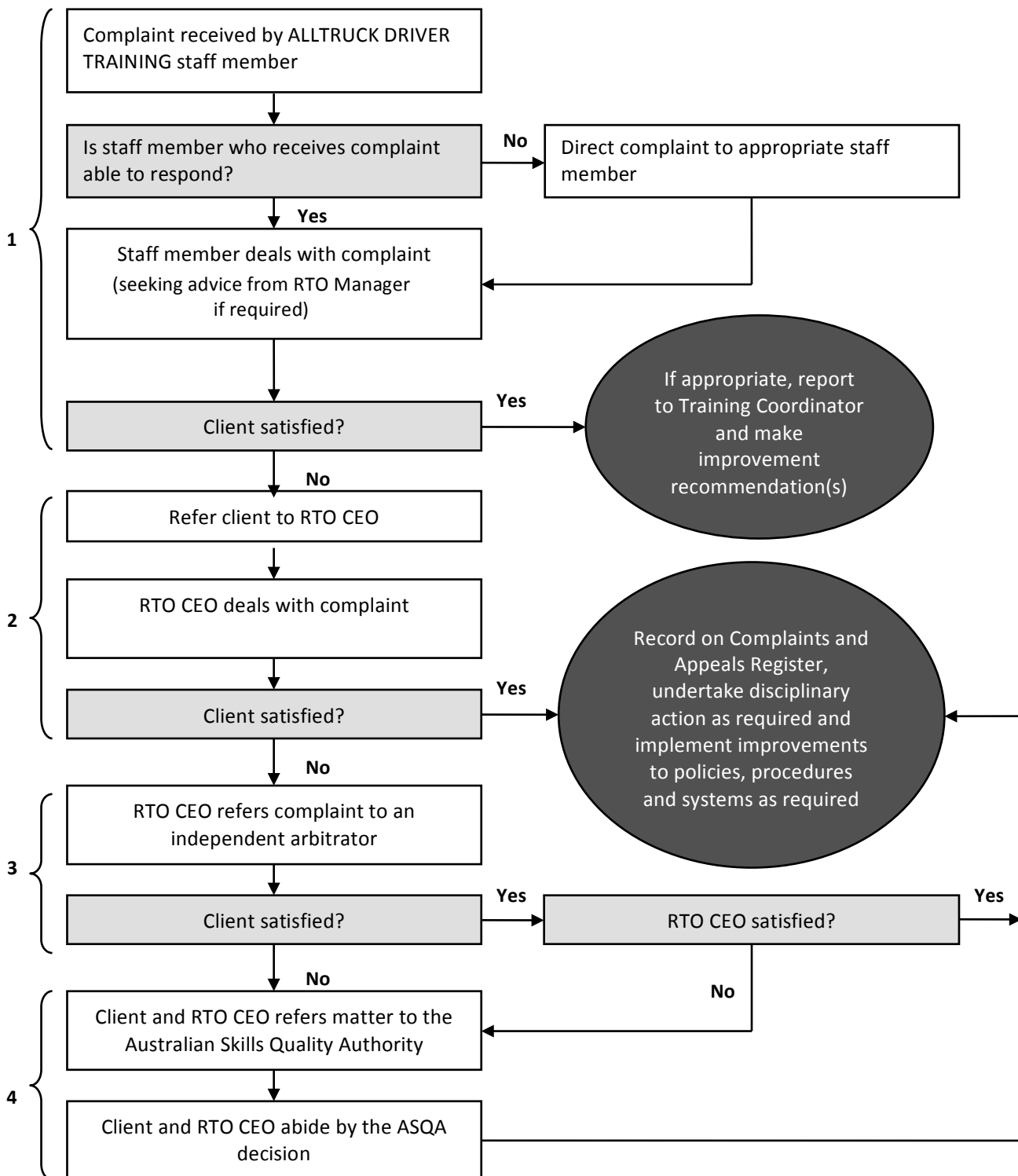
1. If a learner is not satisfied with the outcome of an assessment or any issue that directly relates to the successful completion of a Training Program or VET Course and issue of an AQF Qualification or Statement of Attainment, they have the right to appeal the decision. The matter will be referred to the RTO Manager who will review the issues raised and seek validation of the assessment decision.
 - a) All matters referred to the Chief Executive Officer will be documented within the Complaints and Appeals Register.
 - b) Recommendations for change are documented in the Continuous Improvement Register, which are implemented by the Chief Executive Officer. The changes implemented are reviewed and adjusted if deemed necessary.
2. If the validation of the assessment decision leads to the decision being upheld the Chief Executive Officer will discuss the matter with the learner and, if appropriate, arranges for another assessor to explain assessment decision.
3. Learners who are dissatisfied with any response will have their complaint referred to an independent external assessor*² who will seek validation of the assessment decision.
4. If either party is dissatisfied with the result of the external assessor's decision the matter will be referred to the Australian Skills Quality Authority (ASQA) for a final decision.

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

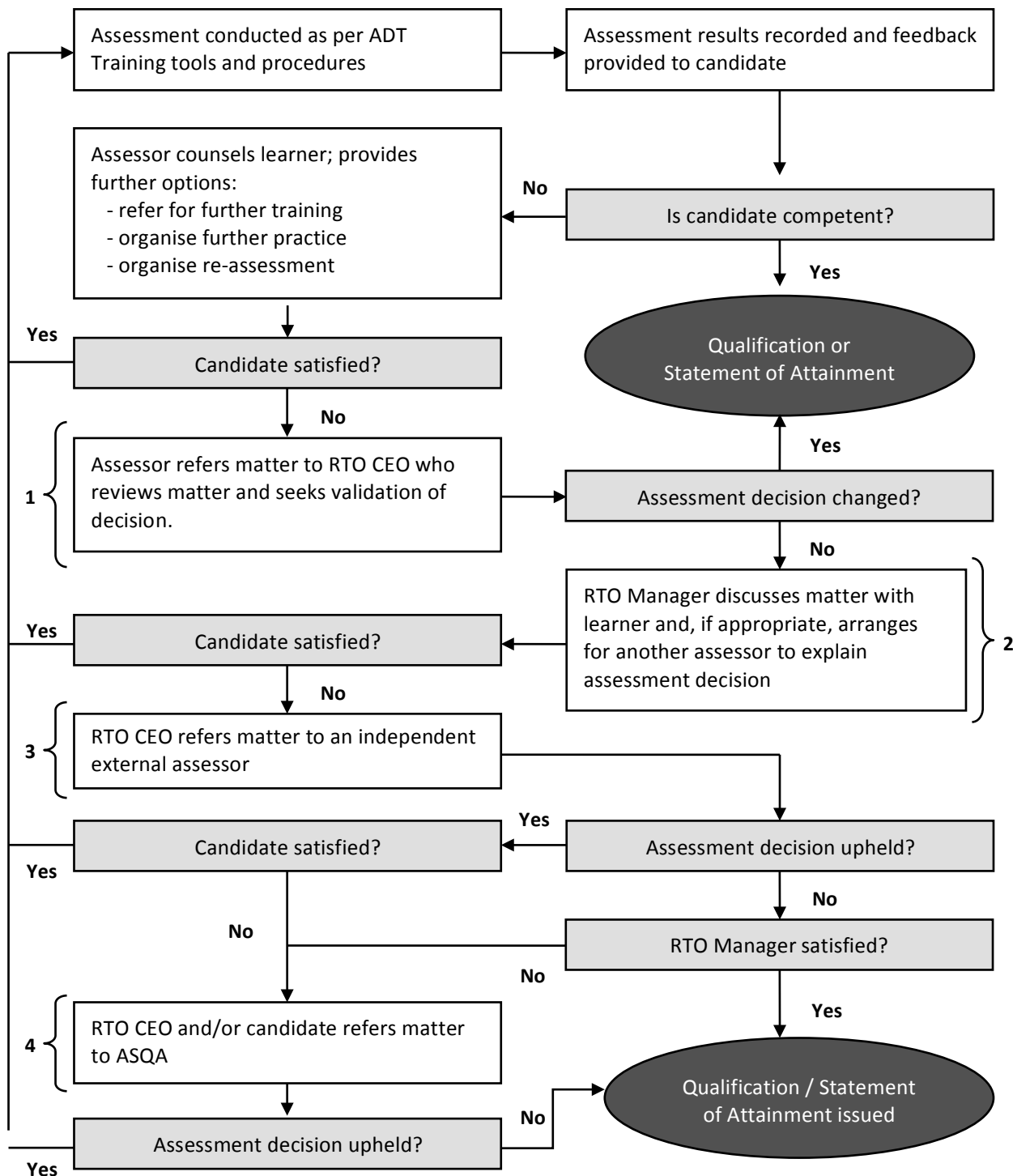
For further information refer to the *Appeals Flow Chart*

* 2 *The independent external assessor will be a person who does not have an association with ALLTRUCK DRIVER TRAINING or the client and will be sourced from another Registered Training Organisation with the relevant qualification and/or unit of competency on their scope of registration.*

Complaints Flowchart



Appeals Flowchart



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