



Complaints and Appeals

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Complaints and Appeals

Policy

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

Definitions

'Appeal' is where the applicant is not satisfied with the outcome of a Training Course or Assessment or any issue that directly relates to the successful completion of a VET Course and issue Statement of Attainment.

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 with ALLTRUCK DRIVER TRAINING in person or in writing. ALLTRUCK DRIVER TRAINING 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) Applicants should submit their complaint preferably 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.
 - c) If ALLTRUCK DRIVER TRAINING considers more than 60 calendar days are required to process and finalise the complaint or appeal, ALLTRUCK DRIVER TRAINING:
 - i. informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and
 - ii. regularly updates the complainant or appellant on the progress of the matter.
2. Applicants who are dissatisfied with any response will have their complaint referred to the General Manager who will conduct an investigation, make a formal assessment of the situation in writing and take appropriate action.
 - a) All matters referred to the General Manager 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 General Manager may undertake disciplinary action as required.
 - c) Recommendations for change are documented in the Continuous Improvement Register, which are implemented by General Manager. The changes implemented are reviewed and adjusted if deemed necessary.

3. Applicants who are dissatisfied with any further response will have their complaint referred to an independent arbitrator* 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.

Issues which relate to improvements to ALLTRUCK DRIVER TRAINING policies, procedures and systems will be referred to the General Manager, 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 applicant and will preferably be sourced from an organisation such as Resolutions Institute).

Appeals

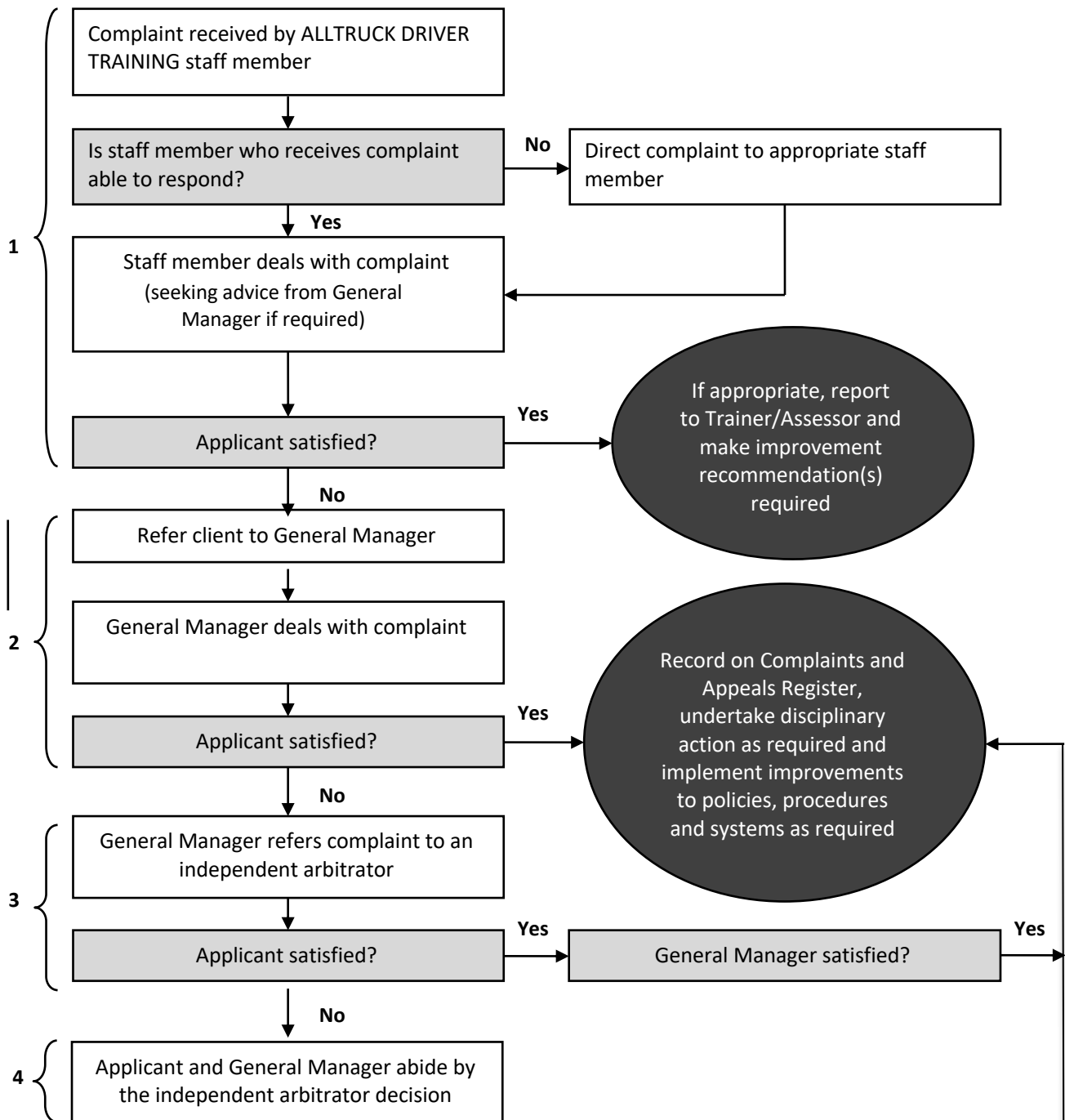
1. If an applicant is not satisfied with the outcome of a Training Course or Assessment or any issue that directly relates to the successful completion of a VET Course and issue of a Statement of Attainment, they have the right to appeal the decision. The matter will be referred to the General Manager who will review the issues raised and seek validation of the assessment decision.
 - a) All matters referred to the General Manager 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 General Manager. 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 General Manager will discuss the matter with the learner and, if appropriate, arranges for another assessor to explain assessment decision.
3. Applicants 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.

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

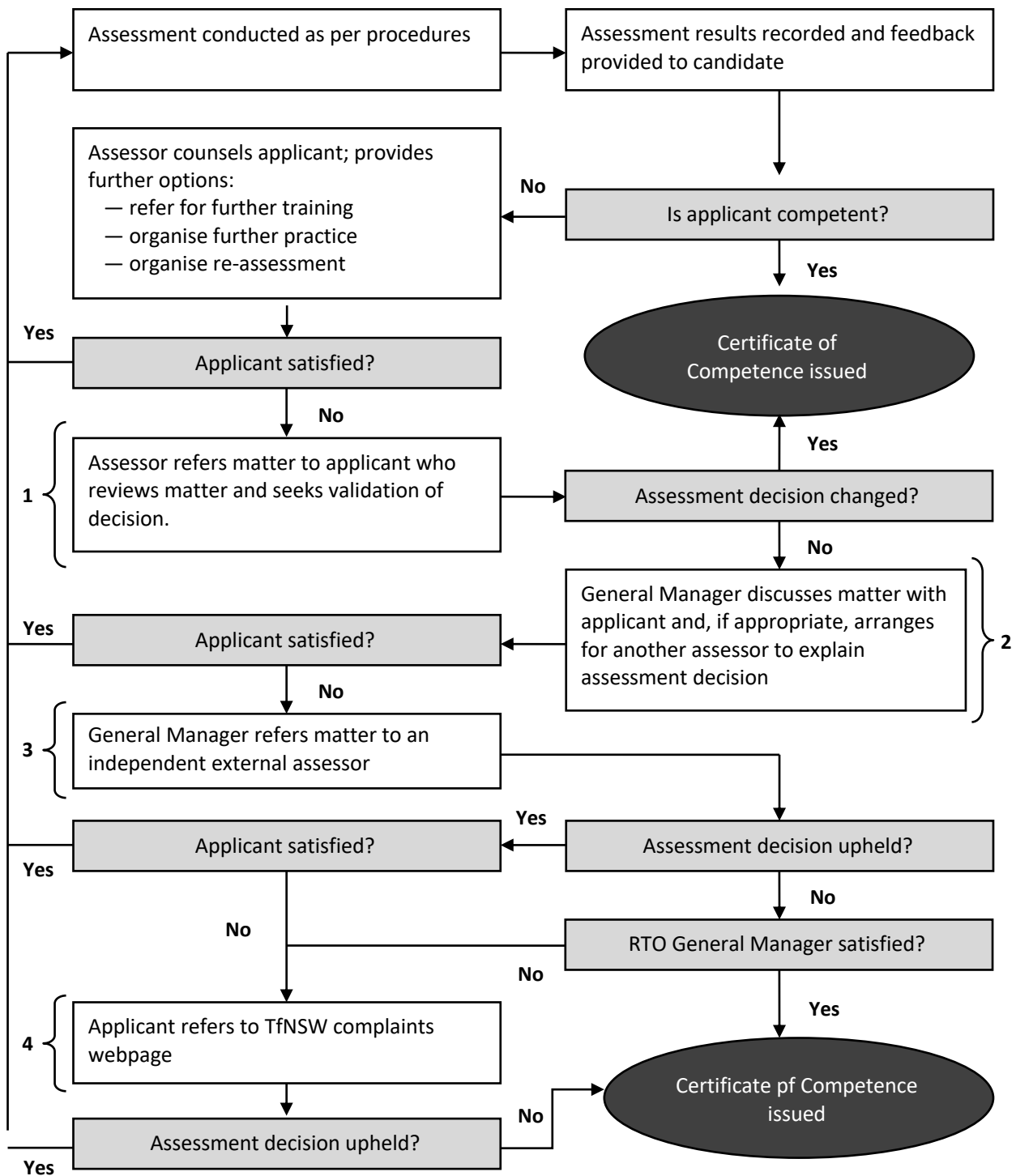
For further information refer to the **Appeals Flow Chart**

- * 2 The independent external assessor will be a person who does not have an association with ALLTRUCK DRIVER TRAINING or the applicant and will be sourced from another Registered Training Organisation with the relevant 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 General Manager may arrange for the assessment process and/or tools to be reviewed and re-developed where necessary.