



Complaints and Appeals Policy and Procedure P026

Purpose

This policy and procedure explains the complaints and appeal procedure for students and staff.

A complaint is raised when a student, staff member or client is not satisfied with any aspect of the services provided by Ironbark Training.

An appeal is made by a customer or student regarding a decision made by the RTO or an assessor, for example appeals against assessment decisions and refund decisions.

The Standards for RTOs 2015 require Ironbark Training to have a systematic approach to the management of complaints and appeals, Ironbark Training Staff must adhere to this policy and procedure at all times.

Process

Informal complaints process

Ironbark Training encourages students to discuss their concern directly with staff in the first instance. If the complaint cannot be resolved then a formal complaints process can begin.

Formal complaints process

Ironbark Training will commence the formal complaint process within 7 working days of receiving a formal complaint. The complaint must be in writing and clearly identify the substance of the complaint, including when it was first identified and any evidence to support the written complaint. The submission may be made in person to an Ironbark Training staff member, by email to compliance@ironbarktraining.com.au or by post to 2/22 Edward Street, Wagga Wagga, NSW, 2650.

Complainants are required to use the F028 Complaints and Appeals Form which is available on the RTO website and can be requested from the administration team at any time. Students are to return it to the Compliance Manager within two weeks of the issue arising.

Complaints are confidential and all reasonable measures are taken to finalise the process as soon as practicable. Upon receipt of a formal complaint, written confirmation of receipt will be sent to the complainant.

All parties to a complaint will have the opportunity to have their case considered in the complaint. Complainants will have the opportunity to have an independent person* of their choice present. The details of the complaint will be recorded and transferred on to F026 Complaints Register & Positive Feedback.



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** A support person can be any person the student feels comfortable with and may include a friend or family member.*

If it becomes apparent that a complaint will not be finalised within 60 days of receipt the complainant will be notified of this together with the reasons for the delay and will be regularly updated on progress in writing.

Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant, refer 028 Complaints and Appeals form. The details will state the outcomes and reasons for the decisions made.

Appeals process – general complaints

A student may appeal in writing to Ironbark Training within 14 days of the course commencement date if they have been rejected by Ironbark Training for a refund. Requests for refund are considered in accordance with the Refund Policy. If a student is not satisfied with the outcome they may contact the CEO, directly on 0456 219 347 or email compliance@ironbarktraining.com.au.

If the appeal is not resolved the student can elect to have the matter referred to an independent mediator sourced through the NSW Bar Association (<https://nswbar.asn.au/using-barristers/alternative-dispute-resolution/baradr-approved-mediators>). The outcome of the independent mediation process is final, and the cost of this service will be shared evenly between Ironbark Training and the student.

Copies of all relevant documentation, including the complaints and appeals form and other correspondence relating to the complaint will be placed in the complaints file.

If a change to policies and procedures is required upon resolution of the complaint, the Compliance Manager will make the change in accordance with the relevant procedures.

Appeals process – assessment appeals

If the student is not satisfied by the assessment decision of their assessor they may appeal in writing using F073 Assessment Appeals form. An independent assessor will be selected to review the assessment. The independent assessor will not discuss the review with the original assessor. Where a difference of assessment decision exists between the original assessor and the independent assessor a meeting will be held with the Compliance Manager to make a final determination.



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The Compliance Manager will report the final decision to the student.

If no difference of assessment decision exists the Compliance manager will communicate the upheld decision to the student and discuss re-assessment options.

The student's result will be recorded in the students' results documents as per normal procedure. A copy of the appeal form and final determination will be kept in the complaints file.

Recording of Complaint and Appeals

All complaints and appeals are entered on the F026 Complaints Register & Positive Feedback.

Unresolved Complaints

In the event that this procedure does not achieve a resolution, students can contact ASQA using the following link: <http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html> or contact ASQA on 1300 701 801.

Who is responsible

CEO, Compliance Manager, Administration Staff, Trainers