



They're Pty Ltd trading as

INDUSTRY DELIVERED TRAINING

National RTO Code 40460

Complaints and Appeals Policy

They're Pty Ltd t/a Industry Delivered Training

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Table of Contents

OWNERSHIP	3
Scope.....	3
Review and Maintenance	3
Change Record	3
POLICY	4
Our Commitment.....	4
Types of Complaints or Appeals.....	4
Complaints	4
Appeals	4
Procedure: Actions and Responsibility	5
General Complaints.....	5
Action.....	5
Responsibility.....	6
Appealing a Decision	7
Action.....	7
Associated Documentation	9

OWNERSHIP

This policy is the responsibility of They're Training's Registered Training Organisation, Industry Delivered Training (**Industry Delivered Training**).

Scope

They're Training Pty Ltd (**Industry Delivered Training**) has established this policy to support the Australian Skills Quality Authority (**ASQA**) *Standards for NVR Registered Training Organisations (RTO) 2015*. The policy has been developed and implemented by Industry Delivered Training to support and provide clear instruction and guidance to program Candidates and Industry Delivered Training Personnel on the handling of complaints and appeals from Candidates.

Review and Maintenance

Maintenance and review of the Industry Delivered Training Qualifications Issuing Policy is the responsibility of Industry Delivered Training Management. Industry Delivered Training will maintain ongoing records of the elements and application of this policy. Industry Delivered Training will provide ongoing reports to all relevant stakeholders.

Change Record

20 September 2015
Original Document.

POLICY

Our Commitment

Industry Delivered Training is committed to providing Candidates, staff and stakeholders the best possible environment in which to study or work. The organisation understands that on occasion, there may be instances of dissatisfaction and acknowledges that the cause(s) must be addressed and rectified promptly.

In such instances, Industry Delivered Training invites feedback from the dissatisfied party so that a resolution can be found and has an opportunity to consolidate the feedback into a review and improvement of the Industry Delivered Training policies and practices.

Industry Delivered Training will address any and all complaints in a fair, constructive and timely manner. The complainant has the right for their complaint to be heard and for an impartial decision to be made at no cost to themselves. Complainants have the right to appeal a decision.

This policy and associated procedure supports Industry Delivered Training to provide a process for complaints and appeals to be heard and actioned. All complaints and appeals received by Industry Delivered Training will be viewed as an opportunity for improvement.

Types of Complaints or Appeals

A complaint or appeal may include, but is not limited to;

Complaints

-  Course advice and enrolment
-  Suspension and/or cancellation of enrolment
-  Program delivery
-  Marketing, advertising and promotional activity
-  Personal safety
-  Customer service and administration
-  Issue of results, certificates, statement of attainment
-  Learning resources
-  Fees and charges
-  Equity and access, discrimination, harassment and bullying

Appeals

-  The result, decision or action from a complaint
-  Assessment process and/or decision
-  Candidate progress and academic progress decisions

Procedure: Actions and Responsibility

In keeping with Industry Delivered Training's vision to be known as a quality organisation, Industry Delivered Training aims to provide excellent service in every aspect of its day-to-day practices and activities. Industry Delivered Training acknowledges that occasionally complaints may arise that requires a formal resolution. The following procedures provide information on how to have a complaint or appeal resolved and a resolution reached by all parties.

General Complaints

Action

Industry Delivered Training may receive complaints from Candidates, staff or stakeholders and members of the public through a variety of means e.g.: verbally, written documentation, electronically (email).

Where possible all non-formal attempts shall be made to resolve the issue. This may include advice, discussions, and general mediation in relation to the issue and the Candidate's issue. Any staff member can be involved in this informal process to resolve issues but once an individual has placed a formal complaint /appeal the following procedures must be followed.

Once a formal complaint is received, the Industry Delivered Training Manager will acknowledge receipt of the complaint in writing to the complainant, and will seek to identify the issue and resolve the concern so as to avoid any further disruption to the complainant (where applicable).. The organisation encourages both staff and complainants to approach the complaint openly and honestly so as to resolve problems through fair and reasonable means.

Any Candidate, potential Candidate, or third party may submit a formal complaint to Industry Delivered Training with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for accessing the internal complaints and appeals process.

When a complaint or appeal cannot be resolved through informal discussion, the complainant is asked to complete a Complaints and Appeals Form, stating their case and providing as much detail as possible, and submit this to the Industry Delivered Training Manager either by email or post. The Industry Delivered Training Manager will acknowledge receipt of the complaint in writing to the complainant.

Complaints are to include the following information:

- ▮ Submission date of complaint
- ▮ Name of complainant
- ▮ Nature of complaint
- ▮ Date of the event that lead to the complaint; and
- ▮ Attachments (if applicable)

The Complaints and Appeals Form can be requested via the website at www.industrydeliveredtraining.com.au or can be sent to the complainant on request.

Responsibility

Once the Complaints and Appeals Form is received the details are recorded on the Complaints and Appeals Register, which is reviewed and maintained by the Industry Delivered Training Manager and during the Monthly Management Meeting (MMM).

Information recorded on the Complaints and Appeals Register includes;

- A specific complaint number
- Submission date of the complaint
- Name of the complainant
- Description of the complaint
- Determined resolution (outcome)
- Date of outcome

A letter acknowledging receipt of the complaint will be sent by the Industry Delivered Training Manager to the complainant and, where a complaint refers to an individual, the individual will be informed by the Industry Delivered Training Manager of the complaint and will be invited to respond to the allegation either through discussion, or (written) correspondence.

Any discussion held with the Industry Delivered Training Manager must be minuted and these minutes kept on file along with details of the original complaint. A separate interview will be held by the Industry Delivered Training Manager (or a member of the Industry Delivered Training if the complaint is about the Industry Delivered Training Manager).

Complainants have the right to access advice and support from independent external agencies and/or persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorised by Industry Delivered Training.

The Industry Delivered Training Manager will investigate all complaints recorded on the Complaints Register and identify a satisfactory resolution to the issue.

The proposed resolution will be communicated to all parties involved in the complaint within 10 working days and agreement to the proposed resolution sought. Upon receipt of the agreement, the Industry Delivered Training Manager will;

- Provide the Complainant with written confirmation of the resolution
- Record the action(s) taken to resolve the complaint on the Complaints Register
- Where applicable communicate the outcome of the complaint resolution to the relevant Industry Delivered Training or Industry Delivered Training staff member
- If applicable, document the need for amendment to Industry Delivered Training policy and/or procedure documentation in the Continuous Improvement Register and implement the necessary improvement (both the Complaints and Appeals Register and the Continuous Improvement Register are reviewed regularly by Industry Delivered Training at their monthly meetings)
- Within the notification of the outcome of the formal complaint the Complainant shall also be notified that they have the right of appeal. To appeal a decision Industry Delivered Training must receive, in writing, grounds of the appeal. Complainants are referred to the Appeals Procedure.

The Industry Delivered Training Manager will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the Complainant, Industry Delivered Training will act immediately implement any decision and/or corrective and preventative action that is required, and advise the Complainant of the outcome.

Any documentation including written notes of the progress of a complaint, outcomes, actions and resolution, will be kept by Industry Delivered Training and filed in the Candidate's personal folder. Any complaint received that is not from a Candidate, will be stored in the dedicated Complaints and Appeals folder maintained by Industry Delivered Training Management.

No Candidate, staff member, stakeholder or member of the public will be disenfranchised in any way during the complaint and resolution process.

A Candidate's progress through a study program will not be disrupted whilst a complaint is being heard unless the nature of the issue itself means further progress is not possible.

Complainants will observe strict confidentiality during all stages of the complaints resolution process.

All communications and proceedings arising from the complaints process will remain confidential at the conclusion of the complaints resolution process.

Complainants have the right to nominate third party representation (e.g.: a family member or friend, counsellor, professional representation or support person) if they require.

An annual review of the complaints resolution process will be conducted as part of the annual meeting.

Appealing a Decision

Action

Assessment Appeals

Candidates are entitled to formally appeal the outcome of the assessment decision by completing the Complaints and Appeals Form, stating their case and providing as much detail as possible, and submit this to the Industry Delivered Training Manager either by email or post.

Candidates are to include the following information:

- Submission date of appeal
- Name of appeal;
- Nature of appeal;
- Supporting documentation regarding their assessment outcome
- Attachments (if applicable)

The Complaints and Appeals Form can be sent to the Complainant on request.

Once the Complaints and Appeals Form is received the details are recorded on the Complaints and Appeals Register which is reviewed and maintained by the Industry Delivered Training Manager.

Information recorded on the Complaints and Appeals Register includes;

- A specific appeal number
- Submission date of the appeal
- Name of the appeal
- Description of the appeal
- Determined resolution (outcome)
- Date of outcome

The Industry Delivered Training Manager will seek details from the Assessor involved and any other relevant parties.

A decision will be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a third party. The third party will be another Assessor appointed by Industry Delivered Training.

The Candidate will be notified in writing of the outcome with reasons for the decision, and the 'Complaints and Appeals Register' updated.

The Candidate will also be provided the option of activating the external appeals process if they are not satisfied with the outcome.

The Candidate is required to notify Industry Delivered Training if they wish to proceed with the external appeals process

External Appeals

If not satisfied with the decision in either the formal complaints or appeals procedures, the Complainant may request that the matter be further reviewed by an external dispute resolution process, by the body appointed by Industry Delivered Training for that purpose.

The details of this external body are as follows:

Dispute Resolution Centre of Victoria

Contact details are:

Dispute Assessment Officer

Dispute Resolution Centre of Victoria Level 4, 456 Lonsdale Street Melbourne VIC 3000

Tel: 9603 8370 www.disputes.vic.gov.au/

If a Complainant (Candidate or third party) is still dissatisfied with the decision of Industry Delivered Training, they may wish to seek legal advice or place a complaint about Industry Delivered Training to ASQA directly (please be aware that ASQA does not act in a mediation capacity).

If, after Industry Delivered Training internal complaints and appeals processes have been completed, the Complainant still believes Industry Delivered Training is breaching or has breached its legal requirements, they can submit a complaint to ASQA by completing the online complaint form:

<https://rms.asqa.gov.au/registration/newcomplaint.aspx>

Except in exceptional circumstances, complaints must attach evidence to the complaint form showing:

- That they have followed Industry Delivered Training formal complaints procedure; and
- Industry Delivered Training's response.

ASQA's processes require the Complainant to identify themselves to ASQA as the Complainant, although a Complainant may request that their identity is kept confidential throughout any investigation that ASQA undertakes.

Australian Skills Quality Authority

Tel: 1300 701 801

www.asqa.gov.au

Associated Documentation

-  Student Handbook
 -  Staff Handbook
 -  Complaints and Appeals Form
 -  Complaints and Appeals Register
 -  Continuous Improvement Policy
 -  Continuous Improvement Register
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