



COMPLAINTS AND APPEALS POLICY

Purpose The purpose of the current policy is to provide clear and practical guidelines to ensure that the complaints and appeals of students can be resolved in accordance with the Standards for Registered Training Organisations 2015. Concurrent with Standard Six of the RTO Standards, the policy has been designed to implement a transparent complaints and appeals policy that enables students and clients to be informed of their rights and the AILC's responsibilities under the Standards.

Scope The complaints and appeals policy applies to all students enrolled with the AILC.

Policy The Australian Indigenous Leadership Centre has a defined complaints and appeals policy that will ensure all complaints and appeals are addressed fairly, effectively and efficiently and in accordance with the outlined procedures.

The AILC will manage and respond to all allegations involving the conduct of The RTO, trainers, assessors, staff members, third parties providing services on the behalf of the AILC and learners' of the AILC.

The AILC strives to ensure that each student is satisfied with their learning experience and outcome. In the unlikely event that this is not the case, all learners have access to rigorous, fair and timely complaints and appeals processes. All complaints and appeals will be reviewed as part of the continuous improvement process.

Learners, trainers, assessors, other RTO staff and stakeholders will have a public access to complaints and appeals forms, policies and procedures. Additionally, all learners will be provided appeals forms in the "Student Handbook" to ensure access to the necessary forms to appeal against assessment decisions and procedural matters. Complaints and appeals forms along with policies and procedures are also available on [the AILC's website](#).

Procedure

Informal Process

Where possible, all non-formal attempts shall be made to resolve a complaint. This may include: discussions and general mediation in relation to the issue.

- Students may submit a complaint verbally or in writing directly to the RTO staff.
- The RTO staff will acknowledge they have received the complaint verbally or in writing.
- Through discussion or general mediation, the RTO staff and the student will come to a mutual agreement on how to resolve the issue. If necessary, the learner may bring a third party along to the mediation.



- All non-formal complaints will be reported to the RTO's management for further review and consideration for continuous improvement, regardless of the resolution outcome.
- If the informal complaint has not been resolved, the student may follow up with the formal complaints procedure.

Formal Process

Any student, potential student, or third party may submit a formal complaint to the AILC with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process, unless it is referred to a third party.

- A complaints form can be found on the [AILC website](#), at the back of the Student Handbook, or by contacting enquiries@ailc.org.au
- Once the form has been submitted to the RTO's management team, the complainant will receive a formal response to the complaint within ten working days.
- If a complaint is recognised as requiring more than 60 calendar days to resolve, the complainant will be notified in writing as to why the process requires more than 60 calendar days. The complainant will be updated regularly on the progress.
- Once a decision has been made, the complainant will be notified in writing proposing a resolution to the complaint, including information and the process of appealing the decision made.
- All formal complaints, resolved or not, will be discussed by management for further review and consideration for continuous improvement actions.

External Appeals

All students have the right to appeal the decisions made by the RTO. The student will be advised that if an independent party is used in the appeals process, then the student will be required to cover any costs associated.

- The selection of the independent party shall be communicated with the learner.
- The RTO will make contact with the independent third party and provide all documentation including the student's details.
- If an appeal is recognised as requiring more than 60 calendar days to resolve, the student will be notified in writing as to why the process requires more than 60 calendar days. The student will be updated regularly on the progress.
- The independent third party will contact RTO management and the student to arrange a time for further discussions.
- Once a proposed solution has been made, the independent third party will contact the RTO management and the student in writing and will require immediate implementation by both parties. All proposed solutions made by the independent third party are final.



Assessment Appeals

Where a student wishes to appeal assessment results, they are required to notify the RTO within ten days of receiving the competency decision.

- Students will need to submit an appeal using the appeals form. The appeals form can be found on the [AILC website](#) and at the back of the Student Handbook, or by contacting enquiries@ailc.org.au
- Once the form is received by the AILC, a meeting will be scheduled with the student and the RTO to discuss the reason for the appeal.
- The assessment appeal will be processed within ten days of the RTO management meeting with the student.
- As required, student files will be adjusted and all appeals will be kept on the student's file.

Staff delivering training on behalf of the AILC will be required to:

- Clarify all aspects of assessment prior to commencement to ensure students understand the requirements.
- Provide all relevant information to students on their right to appeal an assessment decision and the accompanying appeals procedure.

Record Keeping

The AILC will maintain all records of complaints and appeals and their outcomes. Records of all informal, formal complaints and appeals will be recorded in the student file and kept on the AILC's Complaints and Appeals Register. The AILC will use this information to review processes and practices to ensure there is no likelihood of a reoccurrence.

Review

The complaints and appeals policy and procedure will be revised and updated annually. The next review date is 1st December 2017.

Authorisation

The complaints and appeals policy and procedure has been approved by the Chief Executive Officer of the Australian Indigenous Leadership Centre

Version	Created/reviewed	Changes	By whom
1	2015	Created	Rachelle Towart
2	30/09/2016	30/09/2016 Re formatted and amended	Ashleigh Rhind & Katrina Prgomet
3	01/03/2017	Logo amended	Katrina Prgomet