

Complaints, Appeals And Feedback

All feedback, whether compliments or complaints, is valued and ensures we meet the needs of all learners. ACBT & ACMM has implemented a procedure for continuous improvement that encourages feedback on any of our service provisions. Information on our trainers, assessor, staff, any third parties (providing services for us) and other learners is valuable to us and we encourage you to make contact should you have something to discuss.

If the matter is unresolved, learners are advised they may take their grievance through legal avenues, the Anti-discrimination Board, Consumer Affairs, Apprenticentre or other bodies as appropriate.

Appealing a Decision

All students have the right to appeal decisions made by the RTO where reasonable grounds can be established. The areas in which a student may appeal a decision made by the RTO may include:

- Assessments conducted
- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment
- Or any other conclusion / decision that is made after a complaint has been dealt with by the RTO in the first instance.

The Training Manager shall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.

Time lines

ACMM & ACBT will manage all complaints and appeals fairly, equitably and efficiently as soon as practicable.

ACMM & ACBT will inform the complainant or appellant in writing if the resolution takes more than 60 days, including reasons why more than 60 days are required, and regularly update the complainant or appellant on the progress of the matter.

Informal/Verbal Solution

All complainants must seek to resolve the issue with the person directly involved through an information discussion with the person concerned.

Unsettled Complaint or Appeal

If the issue is not satisfactorily settled through the above process, ACMM & ACBT will make arrangements for an independent third party to review the appeal or complaint. The independent third-party may be another RTO. Should there be any costs to be incurred in this process the complainant is to be advised.

The client will also be advised of the external Complaints and Appeals providers through the National Training Complaints Hotline on 1800 000 674.



Confidentiality of records

All complaints and appeals are recorded. Records and their outcomes are securely maintained. All complaints and appeals are documented in writing using the 'Complaints and Appeals Form' and recorded on the 'Complaints and Appeals Register'.

Confidentiality of the individual is maintained and where requested anonymity preserved. Should anonymity be requested complainants/appellants are informed where this may limit the extent to which their complaint/appeal can be investigated.

Independent person

ACMM & ACBT will provide an independent qualified assessor or Manager who will:

- Provide the complainant with the complaints/Appeals form and instruct the details to be completed.
- Acknowledge the receipt of the returned form in writing (via email is acceptable)
- Allow the process for each side to tell their story
- Ensure the outcome of the finalised complaint/appeal is recorded in writing and sent to the complainant.

Complaint or Appeal Procedure

Should a student have a complaint or appeal, the following steps are to be followed:

- Students should discuss the issue / complaint with the person involved to try and resolve it verbally.
- If no resolution is reached, the student should discuss the issue / complaint with the RTO Manager to resolve the issue.
- If still no resolution the student should put the following information relating to the complaint or appeal in writing:
 - description of the complaint or appeal
 - state whether they wish to formally present their case
 - steps taken to deal with the complaint or appeal
 - what they would like to happen to fix the problem and prevent it from happening again
- If the complaint or appeal is not dealt with to the student's satisfaction, she/he may bring it to the attention of the Director. The Director will either deal with the issue personally or arrange for it to be dealt with by a management representative. This process will commence within 48 hours from the time the Director receives written notification from the student about their dissatisfaction to the response received from earlier efforts. A response / resolution will be presented within 30 days.
- The student may appeal against the decision/resolution by submitting the Appeals form if he/she agrees/disagrees with the decision.
- Should the issue still not be resolved to the student's satisfaction, ACBT & ACMM will make arrangements for an independent third party to resolve the issue and outline any costs that may be involved with this to the student. The student will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer than 14 days.
- All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14 day period. If the process is taking longer than 60 days from the complaint or appeal being received the student will be notified in writing of the reason for the delay and kept informed about all progress.
- If the student is still not happy with external mediation, he/she may take his/her complaint to the VET Regulator.
- All documentation relating to complaints or appeals will be archived for audit purposes.