

## Appendix 7 Complaints and Appeals Policy

### 1. Appeals Policy Statement:

- 1.1. ITS is committed to a fair and equitable process for dealing with participant appeals against assessment policies, processes, practices or outcomes. We strive to deal with issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint.
- 1.2. Participants are advised, at the time of enrolment, of the appeals process and of their rights with regard to appeals. This information will also be conveyed as an initial aspect of any training program or process.

### 2. Appeals Process:

- 2.1. Participant perceives an issue with assessment policies and/or processes and/or practices and/or outcomes and is encouraged to discuss this with the assessor or adviser or coach or trainer.
- 2.2. The assessor/adviser/coach/trainer discusses the issue with participant and if issue is resolved the process is complete. If the issue is not resolved, then step 3 is put in place.
- 2.3. (a) If the appeal is against an assessment outcome (\*), the participant is given the option of a re-assessment by another assessor. If the participant is satisfied with the outcome of this second assessment, the issue is resolved, and the process is complete.  
  
(b) If the issue is still not resolved, step 4 is put in place. If the appeal is against an assessment policy, process or practice, step 2.4 is put in place.
- 2.4. The assessor/adviser/coach/trainer refers the appeal to an ITS internal verifier. This referral may be undertaken on a face-to-face basis or in writing, but all documentation necessary for resolving the appeal must be supplied to the internal verifier. The internal verifier will give a decision within fifteen (15) working days of being advised of the details of the appeal.
- 2.5. If the participant is still not satisfied, he/she will be advised that he/she may pursue the appeal through the appropriate Industry Skills Council; or the Anti-discrimination Board; or other bodies as appropriate.
- 2.6. The outcomes of all appeals must be recorded in writing.
- 2.7. The appellant must be given a written statement of the outcomes, including reasons for the decision.

(\*) APPEALS AGAINST ASSESSMENT OUTCOMES MUST BE LODGED NO LATER THAN FIFTEEN (15) WORKING DAYS FROM THE DATE OF THE PARTICIPANT'S RECEIPT OF THE ASSESSMENT REPORT.

### 3. Complaints Policy and Process

#### 3.1. Policy Statement:

- 3.1.1 ITS is committed to a fair and equitable process for dealing with complaints. We strive to deal with issues as soon as they emerge, to avoid further disruption or the need for a formal complaint.
- 3.1.2 Participants are advised, at the time of enrolment, of the complaints process and of their rights with regard to complaints.
- 3.1.3 This information will also be conveyed as an initial aspect of any training program or process.

#### 3.2. Complaints Process:

- 3.2.1 If participants have a complaint with any aspect of their program, they are encouraged to speak immediately with the program leader or training coordinator to resolve the issue.
- 3.2.2 If the participant is not satisfied that the issue has been resolved, he/she should forward a written complaint to the ITS internal verifier, setting out in detail the issue(s) of concern. The internal verifier will attempt to resolve the complaint within fifteen (15) working days from the receipt of the written complaint. If necessary, the internal verifier will invite an appropriate industry training representative to act as an objective party to negotiate a satisfactory resolution.
- 3.2.3 If the matter is still not resolved, the complainant will be advised that he/she may pursue the complaint through the appropriate Industry Skills Council; the Anti-discrimination Board, Consumer Affairs; or other bodies as appropriate.
- 3.2.4 The outcomes of all complaints must be recorded in writing.
- 3.2.5 The appellant must be given a written statement of the outcomes, including reasons for the decision.

Policy Certified by CEO



04/08/2020

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CEO Signature

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Date