

Complaints and Appeals

1. Purpose
 - 1.1. This document details the Complaints and Appeals policy for Interlink Technology Services (RTO 31926) (ITS) as required under sections 2.2, 5.2, and Standard 6 (specifically sections 6.1 and 6.2) of the RTO 2015 Standards.
2. Scope
 - 2.1. This policy applies to all RTO operations undertaken by ITS to engage and enrol new students, deliver appropriate course material, assess student capabilities, and award successful course completion certificates in line with RTO 2015 standards and requirements.
3. Policy statement
 - 3.1. As required by Sections 2.2, 5.2, and Standard 6 of the RTO 2015 standards, ITS has the policy that it will :-
 - 3.2. Prior to student enrolment or training commencement, provide the potential student with a referral to an electronic current and accurate copy of this Complaints and Appeals Policy as well as any associated procedures (latest version of FITS02-0101 Complaints and Appeals Procedure document) for lodging a complaint and/or appeal in line with the RTO 2015 standards
 - 3.3. Ensure there is a clear and transparent procedure for making, managing, and responding to all formal allegations associated with :-
 - the RTO, its trainers, assessors or other staff;
 - a third party providing services on the RTO's behalf, its trainers, assessors, or other staff; or
 - a learner of the RTO.
 - 3.4. Ensure there is a clear and transparent procedure to manage requests for a review of decisions, including assessment decisions, made by ITS or any contracted third party providing services on our behalf.
 - 3.5. In all dealings with complaints and appeals
 - adhere to the principles of natural justice and procedural fairness at every stage of the complaint and appeal process;
 - make the outcomes publicly available in line with privacy legislation limitations;
 - ensure all complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable; and
 - should the complaint or appeal fail to be resolved, and at the request of the individual making the complaint or appeal, arrange for the complaint or appeal and decision to be reviewed by an appropriate party independent of the RTO and the complainant or appellant.
 - 3.6. Where more than 60 calendar days are required to process and finalise the complaint or appeal, we will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and regularly update the complainant or appellant on the progress of the matter.
 - 3.7. Securely maintain records of all complaints and appeals and their outcomes; identify potential causes of complaints and appeals, and take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

- 3.8. Systematically evaluate the outcomes of any complaint or appeal, and continuously improve the training and assessment strategies and practices based on the feedback.
- 4. Procedures to comply with this policy
 - 4.1. All relevant procedures for all staff, trainers, assessors, third parties, students and potential students to follow to ensure any complaint or appeal complies with and is actioned according to this policy, are outlined in the FITS02-0101 Complaints and Appeals Process document.
- 5. Compliance to this Policy
 - 5.1. Compliance to this policy is compulsory for all potential and current students, staff, trainers, assessors, third party affiliates and contractors of ITS.
 - 5.2. Non-compliance with this policy may result in disciplinary action and associated performance review. In extreme case, non-compliance may result in immediate dismissal and/or contract cessation. Where necessary, the matter may be referred to federal or state authorities.
- 6. Policy Governance and Review
 - 6.1. This policy will be reviewed every 3 to 5 years depending on the requirements of the legislative landscape.
 - 6.2. This policy will be approved by the CEO and made available for all potential students, students, staff, trainers, assessors, third party affiliates and contractors for their reference.
 - 6.3. All queries and recommended changes must be provided to the RTO manager in writing for consideration by the CEO and Senior Management Team.

Policy Certified by CEO



05/01/2023

CEO Signature

Date

INFORMATION

Printable version (PDF) Downloadable version (Word)

Title	Complaints and Appeals Policy
Document number	FITS02-01
Purpose	This document details the Complaints and Appeals policy for Interlink Technology Services (RTO 31926) (ITS) as required under sections 2.2, 5.2, and Standard 6 (specifically sections 6.1 and 6.2) of the RTO 2015 Standards.
Audience	All potential and current students, staff, trainers, assessors, third party affiliates and contractors
Approval date	18/10/2022 meeting
Effective date	1 November 2022
Review date	October 2025
Policy advisor	General Manager and Compliance
Approving authority	CEO

Complaints and Appeals

1. Purpose

1.1. This document provides a step by step description on how to lodge a complaint and/or appeal in line with ITS' Complaints and Appeals Policy.

2. Scope

2.1. This document outlines the process for making, managing, resolving, and responding to all formal complaints or allegations associated with :-

- ITS, its programs, its trainers, assessors or other staff;
- a third party providing services on ITS' behalf including its trainers, assessors and other staff; or
- a learner of ITS.

2.2. This process aims to ensure that at every step of assessing any complaint and appeal, ITS will adhere to the principles of natural justice and procedural fairness. This means that those reviewing the complaint or appeal will

- Ensure any complainant or appellant has been given sufficient opportunity to provide all relevant materials,
- Is given the opportunity to make their claim heard and be considered and
- Ensure all reviews and decisions are made by an objective decision maker without bias or prejudice.

3. Program Complaints

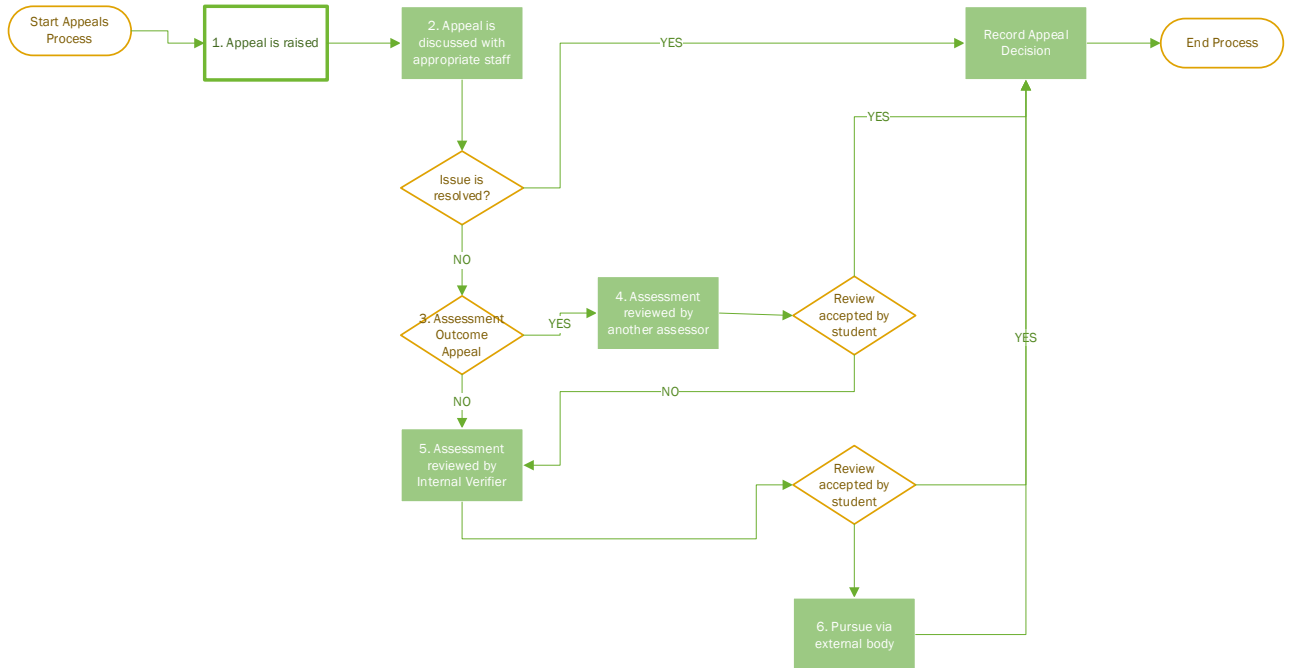
3.1. If participants have a complaint with any aspect of their program, they are encouraged to speak immediately with the program leader or training coordinator to resolve the issue.

3.2. If the participant is not satisfied that the issue has been resolved, they should forward a written complaint to the ITS RTO Manager, setting out in detail the issue(s) of concern.

3.3. The RTO Manager will attempt to resolve the complaint within fifteen (15) working days from the receipt of the written complaint. If necessary, an appropriate industry training representative will be engaged to act as an objective party to negotiate a satisfactory resolution.

3.4. If the matter is still not resolved, the complainant will be advised that they may pursue the complaint through the appropriate Industry Skills Council; the Anti-discrimination Board, Consumer Affairs; or other bodies as appropriate.

4. Assessment Outcome Appeals*



- 4.1. If the appeal is against an assessment outcome (*), then the appellant is to discuss the outcome with their assessor/advisor/coach/trainer. If the participant wishes to pursue reassessment then they must formally raise an appeal and forward it to the RTO Manager
- 4.2. The RTO manager will discuss the appeal with the appropriate staff and the appellant will be given the option of a re-assessment by another assessor. If the participant is satisfied with the outcome of this second assessment, the issue shall be viewed as being resolved, and the process complete. If the issue is still not resolved, then the appeals process will continue to the next step
- 4.3. If the appeal is against an assessment policy, process or practice, then the appeal is to be referred 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 shall be supplied to the internal verifier. The internal verifier shall give a decision within fifteen (15) working days of being advised of the details of the appeal.
- 4.4. If the participant is still not satisfied, he/she shall be advised that he/she may pursue the appeal through the appropriate Industry Skills Council, the Anti-discrimination Board, or other bodies as appropriate.
- 4.5. The outcomes of all appeals shall be recorded in writing.
- 4.6. The appellant shall 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.

5. Non-program Related Complaints or Allegations

5.1. Where a complaint or allegation is raised that is not related directly to a program that ITS delivers, then the following process is to be followed.

- Receive complaint or appeal in writing
- Forward to RTO Manager
- RTO Manager, General Manager and CEO assess complaint or appeal
- Agree action and identify if external review required, then identify appropriate independent reviewer, engage and manage to resolution
- If internal review required identify and allocate appropriate internal reviewer
- Finalise resolution
- Advise complainant or appellant of resolution
- Provide complainant or appellant with opportunity to respond
- If complainant or appellant do not accept proposed resolution, RTO Manager, General Manager and CEO to determine suitable independent mediation or organisation for action and resolution
- RTO Manager advises complainant or appellant of further steps
- Close

6. Response to Formal Complaint or Appeal

6.1. All formal complaints or appeals must be received in writing and given to the RTO Manager for acknowledgement and managing through to completion.

6.2. The RTO Manager will acknowledge the receipt of the complaint or appeal within Fifteen (15) working days of receipt and will manage the process through to resolution and finalisation as expeditiously as possible.

6.3. Should the complaint or appeal fail to be resolved to a mutually agreeable outcome, then the RTO manager will engage an appropriate independent third party (independent of both ITS and the complainant or appellant) to review the decision.

7. Beyond 60 Calendar Days to Resolve

7.1. If the complaint or appeal is likely to take more than 60 calendar days to resolve then the RTO Manager will inform the complainant or appellant in writing and advise an estimated time for completion.

7.2. The RTO manager will provide an update of proceedings no more than every Fourteen (14) calendar days until the matter is satisfactorily resolved.

8. Roles and Responsibilities

8.1. The RTO Manager will

- Ensure all stakeholders are appropriately engaged and informed throughout the process from initiation to resolution
- Record all actions and resolutions in writing and store them electronically in a secure location
- Provide written statements of the outcomes, including reasons for the decisions to the complainant or appellant
- Be the primary contact point for all stakeholders associated with the complaint or appeal
- Ensure compliance with all privacy and data security regulations when dealing with the complaint or appeal and communicating the resolution to authorised parties.

9. Continuous Review

- 9.1. The RTO Manager will securely maintain all written and electronic records of all complaints and appeals and their outcomes
- 9.2. Every month, the RTO Manager and General Manager will review any complaints and appeals as part of the regular dashboard management process. For each complaint or appeal they will
 - Identify the causes of the complaints and appeals
 - Agree any appropriate corrective action in order to eliminate or mitigate the likelihood of reoccurrence
 - Record such action as a Continuous Improvement (CI) item
 - Review previous Complaints and Appeals CI items to ensure they are being managed to agreed resolution outcomes and timeframes
 - Use the outcomes as inputs to continuously improve training and assessment strategies and practices within ITS.

10. Compliance to this Process

- 10.1. This process must be followed as per the requirements of the Complaints and Appeals Policy.
- 10.2. Compliance to this process is compulsory for all potential and current students, staff, trainers, assessors, third party affiliates and contractors of ITS.
- 10.3. Non-compliance with this process may result in disciplinary action and associated performance review. In extreme case, non-compliance may result in immediate dismissal and/or contract cessation.

11. Process Governance and Review

- 11.1. This process will be reviewed every 2 years depending on business requirements or material policy changes that impact this process.
- 11.2. This process will be approved by the General Manager and made available for all potential students, students, staff, trainers, assessors, third party affiliates and contractors for their reference.
- 11.3. All queries and recommended changes must be provided to the RTO manager in writing for consideration by the Senior Management Team.

Process Certified by General Manager

Terry Simmonds

18 January 2023

GM Signature

Date

INFORMATION

Printable version (PDF) Downloadable version (Word)

Title	Complaints and Appeals Process
Document number	FITS02-0101
Purpose	This document provides a step by step description on how to lodge a complaint and/or appeal in line with ITS' Complaints and Appeals Policy .
Audience	All potential and current students, staff, trainers, assessors, third party affiliates and contractors
Approval date	18 January 2023
Effective date	1 January 2023
Review date	31 December 2023
Process advisor	RTO Manager
Approving authority	General Manager