



Australian Alpine Training Institute

COMPLAINTS/CONCERNS AND APPEALS POLICY

Complaints/Concerns and Appeals Policy

The RTO will act on each substantiated complaint or concern.

Complaints/Concerns and Appeals Mechanism

1. The RTO ensures that all students will have access to a fair and equitable process for dealing with complaints/concerns and will provide an avenue for students/trainees to appeal against such decisions, which affect the trainee's progress.
2. Every effort will be made by The RTO to resolve the students complaints or concern. To this end, the Training Manager is the person to refer complaints /concerns to. At the time of enrolment this complaints, concerns procedure and appeals policy will be outlined to students.
3. Should a student have a complaint/concern they should first bring this to the attention of their trainer. If the issue has not been dealt with to their satisfaction, the next step is for the student to complete the Notice of Complaint Concern Form NG in writing and lodge document with the Training Manager. The Training Manager will contact the student within forty eight hours, to confirm receiving notice (form is available from your Trainer).
4. Where complaint/concern cannot be resolved internally, The RTO will provide an outside independent person to hear the appeal/case. The current independent person is [insert your own]. The cost to the student will be little or no cost.

Policy

- all prospective course participants will be provided with a copy of the Complaints and Appeals Policy and Procedure document
- all concerns, disputes or complaints will be handled professionally and confidentially in order to achieve a satisfactory resolution
- all parties will have a clear understanding of the steps involved in the complaints/concerns and appeals procedure
- course participants will be provided with details of external authorities they may approach, if required
- all complaints/concerns and appeals will be managed fairly and equitably and as efficiently as possible
- all complaints/concerns and appeals and outcomes will be documented in writing
- The RTO will attempt to resolve any complaints, concerns and

appeals fairly and equitably within 10 working days from receipt of notice.

A Corrective Action Record (Form CG) will be raised and filed in the Quality Compliance Folder for future reference.

Procedures

Course participants may raise any matters of concern relating to training delivery and assessment, the quality of the learning, course participants amenities, discrimination, sexual harassment and other issues that may arise.

The policy provides an avenue for most concerns, complaints and appeals to be addressed. However in some cases alternative measures may need to be explored.

Course participants, who feel they may have been unfairly treated or have not been given the full training that they expected, may follow the procedures listed below.

Training related matters

Steps

- Discuss the matter with your Trainer. If not satisfied the course participant may then:
- Have the matter referred to the Training Manager for consideration. The student must send a letter or email to the RTO addressed to the Training Manager. Ensuring that they provide sufficient details about themselves and the course, and the circumstances surrounding the concern, complaint or appeal. The Training Manager will discuss the circumstances with another Trainer and contact the student with the result within 10 working days of receipt of notification. (An opportunity to formally present his or her case and a written statement of the appeal outcome, including reasons for the decision will be documented and provided).
- Where a concern, complaint or appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties. The RTO will contract such a person as and when required. Costs for an independent agent will be little or no cost to the student.
- If the student is still dissatisfied with the outcome, they may lodge

a complaint with the Industry Training Board for the state or territory in which you are being trained.

Assessment related matters

If you are advised that a Unit is Not Yet Competent, but you believe that

- You genuinely do have the required degree of competency; and
- That you have provided reasonable proof of this to The RTO

Then you may query or appeal that result.

The process is quite simple, and is allowed by The RTO to ensure that all students are fully satisfied with the fairness and accuracy of our assessment processes.

To appeal a decision:

Steps

1. Discuss the matter with the Trainer. If not satisfied the course participant may then
2. Have the matter referred to the Training Manager/ The RTO Training Committee for consideration. The student must send a letter or email to The RTO addressed to the Training Manager. Ensure that you provide sufficient details about yourself and your course, and the circumstances. The student will need to explain why they feel the Not Yet Competent result is not appropriate, and also send a copy of your original Assessment Task. The Training Manager will have the Assessment Task reviewed by another Trainer and contact student with the result within 10 working days of receipt of appeal. (An opportunity to formally present his or her case and a written statement of the appeal outcome, including reasons for the decision will be documented and provided).
3. Where an appeal cannot be resolved through discussion and conciliation, the RTO acknowledge the need for an appropriate external and independent agent to mediate between the parties. The RTO will contract such a person as and when required. The cost of this process will be little or no cost to student.
4. The current independent person is [insert].

The RTO will encourage the parties to approach a complaint with an open view and to attempt to resolve problems through discussion and conciliation.

The matter may be resolved by:

1. Granting the appeal, or
2. Rejecting the appeal, or
3. Referring the matter to an independent external assessor for resolution.
4. A written statement of the appeal outcome including reasons for the decision will be documented and provided.