



POLICY NAME	Complaints and Appeals Policy			POLICY NO.	2024.4
EFFECTIVE DATE	25/01/2024	DATE OF LAST REVISION	25/01/2024	VERSION NO.	1

ADMINISTRATOR RESPONSIBLE	Sarah Burnett	CONTACT INFORMATION	admin@aota.com.au
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APPLIES TO Apply group names to define applicable areas of staff.					
GROUP 1	Students	GROUP 2	Administration Staff	GROUP 3	Directors and Managers
GROUP 4	Trainers and Assessors	GROUP 5		GROUP 6	

VERSION HISTORY				
VERSION	APPROVED BY	REVISION DATE	DESCRIPTION OF CHANGE	AUTHOR
1	Sarah Burnett		Initial publication	Sarah Burnett
	Sarah Burnett	29/1/2025	Added revised standards 2.7 and 2.8	

APPROVAL AND REVIEW

SCOPE

This policy applies to:

- current learners of All High Risk Training Pty Ltd (AHRT; persons who have studied or completed studies at AHRT within the last twelve months (“past learners”); and
- persons seeking to enrol at AHRT (“prospective learners”).

This procedure supports the AHRT's the following principles:

- natural justice and procedural fairness are adopted at every stage of the complaint and appeal process;
- ensures the process for handling complaints and appeals is publicly available;
- ensures that complaints and appeals are acknowledged in writing and finalised as soon as practicable;
- provides for an independent party outside of AHRT to review the outcome of the complaint or appeal if AHRT process fails to resolve the complaint or appeal.

The purpose of this procedure is to outline the steps for handling complaints and appeals received from clients, staff and stakeholders. The procedure is publicly available on the AHRT's website.

The RTO is committed to timely, fair, efficient and effective resolution of complaints and appeals.

This document describes, in one process, the steps to be taken to handle Complaints and Appeals.

POLICY STATEMENT

The purpose of this policy is to provide an independent, easily and immediately accessible and inexpensive complaints and appeals process for RTO learners of All High Risk Training Pty Ltd (AHRT). It is designed to meet Standard 6 of the Standards for Registered Training Organisations (RTO's) 2015.

TERMS AND DEFINITIONS

Define any acronyms, jargon, or terms that might have multiple meanings.

TERM	DEFINITION
Appeal	The process by which a learner may challenge an academic decision they received.
Grounds for Lodging an Appeal	<ul style="list-style-type: none">• The assessment process did not provide them with a fair, flexible and reasonable opportunity to demonstrate their competency.• They were not informed in advance of the conditions and method of assessment.• The process used was discriminatory in some way.• They were ill or suffered misadventure at the time of assessment (must be supported by a medical certificate).
Appeal against a Decision made by an RTO other than an academic decision	A learner may challenge any decision made by the RTO that they believe impacts on their ability to demonstrate their positive intent, e.g. refusal for admission on specific grounds.
Appeal Period	The maximum amount of time allowed from when the RTO makes a decision, academic or otherwise, to when a learner can appeal the decision, i.e. within 10 business days of receiving the decision.
Complaint	An expression of discontent about the RTO, its staff, other learners or third parties providing services on behalf of the RTO.

AQF certification documentation	The documentation issued by AHRT to learners upon completion of their training product, which confirms their achievement of a qualification and their recognition within the Australian Qualifications Framework (AQF).
Learner/Student	An individual who is enrolled in one of AHRT's training products.
Complaints and appeals process	The process that AHRT has in place for learners to raise complaints and/or appeals regarding their training experience, including assessment decisions, course delivery, or administrative processes.
Training Product	Training Product means AQF qualification, skill set, unit of competency, accredited short course and module.
Unit of Competency	Unit of competency means the specification of the standards of performance required in the workplace as defined in a training package.
Course	The details of the training package being delivered

POLICY SECTIONS

Principles

AHRT will ensure that learner complaints and appeals are resolved in an objective, equitable and timely manner.

AHRT is committed to the effective and efficient resolution of learner complaints and appeals. In the first instance, learners are encouraged to raise their complaint directly with the person concerned. If the matter is not resolved by informal discussion the learner may pursue the matter through the formal appeals steps outlined in the Complaints and Appeals Policy.

The principles of this policy are:

1. All learners will be advised during orientation of the complaint and appeals policies and procedures and learner support services.
2. All learner complaints and appeals will be handled in a serious, sensitive, and timely manner and discussed only with those persons relevant to the case.
3. Learner complaints and appeals processes will be kept as informal as possible, based on principles of mediation and negotiation.
4. Learners can lodge a complaint or appeal with AHRT at no cost.
5. Learners who lodge a complaint or appeal in accordance with this policy or appeal in accordance with this policy will not be subject to negative treatment or penalized because of the complaint or appeal.
6. Staff involved in resolving learner complaints or appeals will act fairly at all times and ensure that decisions will be based on a thorough and unbiased consideration of the facts and the views expressed by all parties.
7. No action will be taken or suggested to a learner without consultation with the relevant staff member.
8. Outcomes or decisions made to resolve or respond to a complaint or appeal must be achievable within AHRT's lawful powers and policies, and relevant legislative requirements.

9. This policy will be communicated to staff through the AHRT website

10. Learner's enrolment status will not be affected by lodging of a complaint or appeal.

Informal Complaints and Appeals

It is expected that prior to initiating a formal complaint and appeal process, the parties involved will attempt to resolve concerns directly wherever possible. It is expected that many concerns will be resolved in the first instance.

It is expected that all parties will participate in good faith in resolving concerns so that the RTO maintains a respectful learning environment.

Learners are encouraged to raise concerns directly with the trainer, particularly where the concerns are adversely affecting the learning environment.

Formal Complaints and Appeals

Stage 1—Lodging a formal complaint or appeal

1. Where the parties involved are unable to successfully resolve the concern directly, then a formal complaint or appeal may be lodged with the AHRT in writing using the RTO Complaints and Appeals Form (with assistance where required). A copy of the form is provided to the complainant, and it records the following information:

- complainant's full name, address, phone/email address
- details of the concern raised by the complainant
- the complainant's desired outcome
- reasons outlining the escalation to a formal process
- if the complaint relates to another party, that party's full name and position
- the particulars of the decision or finding in dispute (for a review of decision).

2. AHRT acknowledges receipt of all complaints and appeals in writing. The acknowledgement outlines the anticipated review period.

3. The RTO notifies the CEO of the complaint or appeal which is recorded on the RTO Complaints and Appeals Register.

4. Where AHRT considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO informs the complainant or appellant in writing, outlining reasons why more than 60 calendar days are required, and regularly updates the complainant or appellant on the progress of the matter.

Stage 2—Determination of outcome

5. Where AHRT determines that they have the decision making capacity they make a determination and inform the complainant of the outcome in writing within 60 days. Decisions or outcomes of the complaint

or appeals process that resolve the complaint or appeal and find in the favour of the party are implemented immediately.

6. AHRT notifies the Trainer or other relevant party of the outcome and action implemented. Documentation is securely filed and the outcome and continuous improvement action is noted in the RTO Complaints and Appeals Register.

7. If a complaint cannot be investigated by the RTO (for whatever reason), then CEO will inform the complainant at this point and refer them to the most appropriate independent body.

Stage 3—Internal Review of Determination

8. Where AHRT is unable to make a determination or the complainant is dissatisfied with the outcome they can appeal and request a review of the decision from a third party. Appeals or requests for review of decisions are to be lodged in writing within 28 days of the decision or outcome.

9. Requests for appeal or review of decisions are referred to the CEO who will identify and assign an internal review officer within AHRT. The CEO may be assigned as an independent reviewer.

10. The RTO acknowledges receipt of the request for internal review in writing. The acknowledgement outlines the anticipated review period and the designated review officer. The review process and review officer is recorded in the RTO Complaints and Appeals Register.

11. The review officer makes a determination and advises the appellant of the decision or outcome in writing. Decisions or outcomes of appeal or review process that find in the favour of the appellant are implemented immediately.

12.. Documentation is securely filed and the outcome and continuous improvement action is noted in the RTO Complaints and Appeals Register.

Stage 4—Independent third party review of determination

13. Where the appellant is dissatisfied with the outcome of the internal review they can appeal and request a review of the decision from an independent external third party. Appeals or requests for independent third party review of decisions are to be lodged in writing within 28 days of the decision or outcome.

14. Requests for appeal or review of decisions are referred to an independent third party or external mediator, determined by the CEO.

15. AHRT acknowledges receipt of the request for independent third party review in writing. The acknowledgement outlines the anticipated review period and the independent review officer. The review process and review officer is recorded in the RTO Complaints and Appeals Register.

16. The RTO discloses any costs associated with a third party review, so all parties are aware of any costs they may incur. ASQA is not able to act as the independent third party for reviewing complaints.

17. The independent review officer makes a determination to AHRT. The RTO advises the appellant of the decision or outcome in writing. Decisions or outcomes of the appeal or review process that find in the favour of the appellant are implemented immediately.

18. AHRT will act upon the outcome and action to be implemented. Documentation is securely filed and the outcome and continuous improvement action is noted in the RTO Complaints and Appeals Register.

Records

All records related to this procedure are maintained as detailed in the Records Management Procedure.

Policy Updates

This Policy may change from time to time and is available on our website.

Policy Complaints and Enquiries

If you have any queries or complaints about our Complaints and Appeals Policy please contact us at:

613 Princes Highway, RUSSELL VALE NSW 2517

admin@aota.com.au

0242 06 8378

If you are not satisfied with the outcome you can also contact:

NSW Fair Trading

Tel: 13 32 20

Or make an online complaint via their website.

<https://www.fairtrading.nsw.gov.au/contact-us>

EXCEPTIONS

Describe exceptions here.

RELATED POLICIES AND OTHER REFERENCES

Australian Privacy Principles <https://www.oaic.gov.au/privacy/australian-privacy-principles>

National Vocational Education and Training Regulator Act 2011

<https://www.legislation.gov.au/C2011A00012/2021-09-01/text>

Standards for RTO's 2015 <https://www.asqa.gov.au/rtos/users-guide-standards-rtos-2015>

Revised Standard for RTO's section 2.7 and 2.8

AHRT Privacy Policy

Complaints and Appeals Application Form

NSW Fair Trading <https://www.fairtrading.nsw.gov.au>

ROLES AND RESPONSIBILITIES

List the job titles and business offices directly responsible for the policy.

ROLE	RESPONSIBILITY
CEO	Authoring and updating policy, handling complaint at its initial stage
CFO	Publishing on the internet
Administration Manager	Ensuring all personnel are informed, work as directed by CEO
Senior Training and Assessment Manager	Investigate any appeal and complaint as directed by the CEO
Independent Internal Person	Nominated by CEO and agreed to by learner, will investigate and mediate if necessary

CONTACTS

List contacts in the table.

SUBJECT	CONTACT	PHONE	EMAIL
CEO	Sarah Burnett	42068378	admin@aota.com.au
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Administration Manager	Robin Lore	42068378	robin@aota.com.au