

## Complaints and Appeals Policy and Procedure

**Date of Implementation** – 6 October 2022

**Authorisation** - Chief Executive Officer

### Procedure

Rise Education and Training maintains a supportive and fair environment, which allows training participants to lodge complaints or appeal their assessments and recognition decisions. Complaints and appeals are ideally resolved as amicably as possible using this formal appeal process.

We will adhere to the National Complaints Code to respond to complaints and appeals of assessment about vocational education and the organisation itself. This means that our complaints and appeals process is:

- well publicised and explained;
- accessible so you can lodge complaints and appeals by phone, electronically or in writing;
- fair and protect your rights;
- free so you can lodge a complaint or appeal without charge;
- handled in a manner that protects your privacy;
- transparent, equitable, objective and unbiased;
- comprehensive so that it effectively resolves a variety of complaints such as student dissatisfaction, assessment outcomes, poor service, fraud, misconduct etc;
- implemented effectively and efficiently to ensure complaints and appeals are resolved within an acceptable timeframe;
- monitored, recorded and reported to the appropriate people; and
- an input or trigger point to our continuous improvement process.

## **Complaints Process**

Rise Education and Training will commence the complaints process with 5 working days of a formal lodgement of the complaint and supporting information. All reasonable measures are taken to finalise the process as soon as practicable.

Where verbal complaints regarding vocational education are received, they can be discussed with the Chief Executive Officer and preferably resolved. Complaints about the organisation can be directed to the CEO by email to [info@riseeducation.edu.au](mailto:info@riseeducation.edu.au)

The Complaints and Appeals Form can be downloaded from [www.riseeducation.edu.au](http://www.riseeducation.edu.au) or get a copy from Administration front desk. The Complainant or Appellant must clearly write the name, the date, and the details of complaints as outline in the form. Student complaints are required submitted to the Administration Officer who investigates the complaint by email to [admin@riseeducation.edu.au](mailto:admin@riseeducation.edu.au) or by post to head office. Administration Officer will send an acknowledgement email to student to inform student that the Complaints and Appeals Form has received.

The Administration Officer liaises with the Chief Executive Officer in the investigation of the complaints. Regardless of this, any complainant has the right to have their version of events heard in the resolution negotiation and have an independent advocate present.

The Administration Officer records the details of a complaint on the complaint and appeal register and advises the CEO of the complaint being resolved as appropriate.

Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant. The details will state the outcomes and reasons for the decisions made.

The Administration Officer will close out the improvement request when the complaint has been resolved to the satisfaction of both parties.

A copy of the all documentation, in particular the complaint and the outcome, is placed in the student's file, staff file or Continuous Improvement Register as appropriate.

Where the complainant is not satisfied with the outcome, the matter may be referred to the other independent mediator for review.

**RTO ID 91823**

Where the resolution requires a documented change to policies and procedures, the CEO and will affect the change to ensure that the procedure for document change is followed with the appropriate records made.

In the event that a complaint is substantiated, Rise Education and Training will take prompt and appropriate action to resolve the circumstances.

Complaints cannot be anonymous because this is considered unfair as ongoing discussion cannot take place to resolve the issue between both parties.

Information submitted to a trainer or any staff member is treated with respect and taken as an opportunity to improvement the organisation's practices and Management System. Privacy requirements and student/ individual rights are maintained.

If the student chooses to access our complaints and appeals processes, Rise Education and Training will maintain the student's enrolment while the complaints and appeals process is ongoing.

**Appeals after Complaints**

Where a student is not happy with the outcome of a complaint, the following appeal process is followed.

**Step One:**

Discuss appeal of complaint with the Administration Officer. If this does not resolve the matter, then complainant put the appeal of complaint in writing using Complaints and Appeals Form which you can download from website [www.riseeducation.edu.au](http://www.riseeducation.edu.au) or get a copy form Administration front desk office and submitted to the CEO by email to [info@riseeducation.edu.au](mailto:info@riseeducation.edu.au) (Day 1-2)

**Step Two:**

The CEO records the student's dispute on an complaint and appeal register and put written notification on the complainant's file. (Day 3-4)

**Step Three:**

An appellant may deliver their own version of the appeal to the CEO and request a support person be present. (Day 5-8)

**Step Four:**

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If this does not resolve the matter, the appeal is referred to an independent mediator (Training Ombudsman). The appellant may deliver their own version of the problem and request a support person be present.

The matter should then consider the issues raised and attempt to resolve the appeal to the satisfaction of the appellant. All appeals that are found to be proven (ie against Rise Education and Training) must be acted upon through the continuous improvement process to make systematic changes to prevent the recurrence of this as a problem again. (Day 9-16)

**Step Five:**

The submission and the final outcome of the appeal is recorded and communicated to all parties in writing. The communication must contain the outcome of the appeal of complaint and the reasons for the decisions made. (Day 17-20)

Any complaint and appeal must be resolved within 60 days, if the complainant is still not happy with the outcome and the complaint case has exceed 60 days to resolve. Rise Education and Training management must write to the complainant to inform the reasons of why more than 60 calendar days are required, and Rise Education and Training's management must update the complainant on the progress of the matter.

Alternatively, if the complainant is still not happy with the outcome, you may wish to seek an independent (external) review:

If you wish to lodge an external appeals or complaints. You can contact the Training Ombudsman. The Training Ombudsman offers a free and independent service for students. See the Training Ombudsman website <http://trainingombudsman.qld.gov.au/> for more details. Alternatively, complainant may make a complaint to the Australian Skills Quality Authority (ASQA). details of how to make a complaint can be found at <http://www.asqa.gov.au>

**Step 6:** Logged the complaint and outcome on the Complaints and Appeals Register