



Complaints and Appeals Policy and Procedure

Introduction

1. Having an effective complaints and appeals process assists The RTO (and third parties) to comply with the conditions of registration as well as giving students and participant's faith in the RTO's Management and the quality of its operations.

The RTO has a complaints policy to manage and respond to allegations involving the conduct of the RTO, its trainers, assessors, or other staff, a third-party providing services on the RTOs behalf, its trainers, assessors or other staff or a learner of the RTO.

Complaints and Appeals arise when a client is not satisfied with an aspect of the RTO's service provision or a decision that has been made on an assessment.

An informal complaint may always be raised with all RTO staff at anytime, with the potential to discuss and resolve such a complaint on the spot. You will still have the right to make a **formal complaint**, if the **informal complaint** is not resolved.

Your Right to make a Formal Complaint

A complaint may include, but is not limited to;

- Course advice and enrolment
- Suspension and/or cancellation of enrolment
- Program delivery
- Marketing and promotional activity
- Personal safety
- Customer service and administration
- Issue of results, certificates, statement of attainment
- Learning resources
- Fees and charges
- Equity and access, discrimination, harassment and bullying
- A third party providing services on the RTO's behalf.



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Your Right to Appeal

All students have the right to appeal decisions of a formal complaint outcome or an assessment outcome made by The RTO where reasonable grounds can be established.

The areas in which a student may appeal a decision made by the RTO may include:

- a) Learner progress
- b) Assessments conducted / decisions
- c) Deferral, suspension, or cancellation decisions made in relation to the student's enrolment
- d) Or any other conclusion / decision that is made after a complaint has been dealt with by The RTO in the first instance. All complaints and appeals will be handled fairly. The RTO will recognise the rights of the person making the complaint, The RTO, and the person against whom the complaint is being made. All parties concerned will be treated with courtesy and appropriate confidentiality will be maintained.

The RTO will be transparent, unbiased, and accountable in relation to participants complaints by ensuring information about the procedure is widely available, with access to this policy online and through our student handbook, all stakeholders will be informed and receive feedback in relation to the progress and corrective actions taken and any other relevant information in relation the complaint/appeal that has resulted from analysis of the feedback.

The RTO will collect all data of the complaint/appeal and maintain records of complaints/appeals received and their outcomes. These will be analysed by the Business and Compliance Manager and raised with the CEO as a standard agenda item at Management Review Meetings and also assessed annually as part of the RTO's Continuous improvement strategy.

All documentation relating to student complaints will be forwarded to the CEO and/or Business and Compliance Manager and is to be registered in the RTO's Complaints Register.

Complaint Process

- 1.** To initiate your complaint please contact the RTO. You can talk to the trainer, another staff member or email us on admin@perthboatschool.com.au

Your complaint will be acknowledged as soon as possible if submitted via email. The Business and Compliance Manager or CEO will contact you as soon as possible, and within five (5) business days of receiving the complaint.

- 2.** Our Business and Compliance Manager (or a suitable person in their place if they are unavailable) will ask you a few questions about your complaint and will fill in a Complaints Record form.



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- 3.** You can be assured that you will be treated fairly, and the matter will be dealt with openly, impartially and confidentially. We need you to know that while it is your right to reserve your anonymity, this may limit the extent to which we can investigate.
- 4.** The investigation will now take place, this will be appropriate to the nature and seriousness of the complaint.
- 5.** You will receive a written response within 21 days from the day we took down the information in the complaint record. If the complaint requires more than 60 days to resolve, you will receive a notice in writing to explain why this is so and will be updated on the progress each week thereafter.
- 6.** We will ensure that any corrective action to prevent similar complaints and that all changes are implemented. We will inform all parties concerned with the actions that were taken.
- 7.** If in the event you believe that we could not satisfy your complaint, an independent person will be engaged to review the decision. This review will allow both sides to share their views and the independent person will make recommendation solutions. The costs of this will be shared between the RTO and the complainant (each paying 50% of these costs).
- 8.** If the matter ends in the appointment of a third party, the decision of the independent third party will be final.

Appeal Process

- 1.** To initiate your complaint please contact the RTO, you will need to contact the Business and Compliance Manager within 21 days of the outcome of the assessment or complaint. While it is not mandatory, it is best if you do this in writing.
- 2.** Our Business and Compliance Manager (or a suitable person in their place if they are unavailable), will acknowledge the appeal in writing within 7 business days of receiving the appeal. If you would like your assessment re-assessed, it will be done by a trainer at Perth Boat School or if this not appropriate either the CEO or appellant may decide to seek third party arbitration.
- 3.** For non-assessment appeals, the parties will first meet to seek conciliation. If this is unsuccessful, the matter will be referred to an independent third party.



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4. If the appeal requires more than 60 days to resolve, you will receive a notice in writing to explain why this is so and will be updated on the progress each week thereafter. Cases will be conducted fairly, openly, and impartially.

5. Perth Boat School and/or the independent appeals body must report all results of the appeal and any corrective action to be taken to all parties concerned, and they must advise all other parties concerned, for example the police, counselling organization, consumer affairs etc.

6. The RTO will update all records including the internal Complaints and Appeals Register.

Related Documents

- Complaints Record Form
- Complaints & Appeals Register.

Title	Badge Complaints and Appeals Policy and Procedure v3.1			
Description	Complaints and appeals re: Standard 6 and 5.1-5.3			
Created by	Brittany O'Dwyer			
Date created	07/03/2019			
Approved by	Chief Executive Officer			
Version #	Modified by	Modifications made	Date Modified	Status
3.0	Peter Basell	Upgraded for Badge Group	21/1/2022	Archived
Version #	Modified by	Modifications made	Date Modified	Status
3.1	Jacob Gliddon	Minor grammar changes	11/02/2022	Current
Reviewed by	Modifications made		Approved by	Date
Jacob Gliddon	N/A		Jacob Gliddon	11/02/2022