

Policy

Overview

In accordance with Standard 10 of the *National Code 2018* and Clauses 6.1-6.6 of the *Standards for Registered Training Organisations 2015*, this Policy provides a clear process to submit a complaint or register an appeal. This will ensure all parties involved are kept informed of actions taken and outcomes. This process provides an opportunity for complaints and appeals to be acknowledged, recorded, and managed in an ethical, efficient and effective manner.

This Policy is relevant to the following parties:

- Skills Australia Institute, its trainers, assessors and other staff
- A third-party providing support and/or services on behalf of Skills Australia Institutes, its trainers, assessors or other staff
- A current and/or prospective student of Skills Australia Institute

The Skills Australia Institute (SAI) Complaint and Appeal Policy is available via the SAI website or upon request from SAI Student Services staff or reception.

Related Documents

- Complaints and Appeals Form
- Complaints and Appeals Register

Relevant Legislation/Guideline

- ESOS Act 2000
- National Code 2018
- Standards for Registered Training Organisations 2015
- The Privacy Act 1988 (Privacy Act)

Background

SAI acknowledges that complaints may arise from time to time. SAI will address any complaint or appeal in a responsible, respectful and timely manner which is at no cost to the complainant/appellant.

SAI will ensure natural justice and procedural fairness are used to ensure that decision making is fair and reasonable. This supports the rights of all parties to be heard and informed without bias.

Appeals offer a formal process in requesting a change in or confirmation of a decision. Appeals can be made in regards to an assessment outcome decision or in regards to the initial outcome of a complaint.

In managing complaints and appeals SAI will ensure that

- The principles of natural justice and procedural fairness are applied in all stages of the process
- The SAI Complaints and Appeals Policy is available via the SAI website and on request
- Complaints and appeals are treated seriously and dealt with promptly, impartially, sensitively and confidentially
- A student will not be disadvantaged as a result of lodging a complaint or appeal
- Students have the right to have a support person with them at any time during the complaints and appeals process
- Complaints and appeals are assessed on a case by case basis
- The decision-making process and outcomes related to a complaint/appeal will be provided in writing to all parties involved
- An analysis of complaints and appeals may contribute towards SAI continuous improvement strategies

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Initial Action

Students who believe they have an issue or concern in relation to studying at SAI should, in the first instance approach their relevant trainer to try to resolve the issue or concern.

If the issue or concern cannot be solved informally, the student may complete an SAI Complaints and Appeals form. Appeals must be lodged within **20** calendar days of the initial event/decision.

Procedures

A student completes the SAI Complaints and Appeals form, then submits this completed form to a Student Support Officer in person at an SAI reception or by emailing the completed form to studentservices@skillsaustralia.edu.au

On receipt of a completed SAI Complaints and Appeals form, the Student Support Officer will acknowledge receipt via an email to the complainant/appellant. The completed Complaints and Appeals form will then be scanned and saved on the relevant students file within eBECAS and emailed to the SAI Compliance Manager.

The Compliance Manager will enter the complaint details into the SAI Complaints and Appeals register then prepare the complaint or appeal details prior to forwarding the completed Complaints and Appeals form to the NGM or CEO for their further review and action. Any relevant supporting documentation and correspondence is to be included and must be forwarded to the CEO/NGM within **5** working days of receipt of the complaint or appeal.

The CEO/NGM will review the complaint/appeal and supporting documentation and if requested by the CEO/NGM, the student may be requested to provide additional information and/or supporting documentation. The CEO/NGM may also request a meeting with the student where appropriate. Should this request arise, the student will be advised in writing (email is acceptable). The student may choose to be accompanied by a support person.

The outcome of the CEO/NGM review will be provided to the student in writing as soon as is practicable. If more than **60** days are required to process and finalise the complaint or appeal, the student will be notified in writing of the reason why more than **60** days are required. The student will also receive regular updates on the progress of their complaint or appeal from this notice.

If the student is not successful in the complaint/appeal process or are not satisfied with the outcome they must be advised that within **10** working days of the outcome they have the right to access an external complaints/appeals handling process by contacting the Overseas Student Ombudsman via the following:

Overseas Student Ombudsman

GPO Box 442, Canberra ACT 2601

Telephone: 1300 362 072 within Australia. Outside Australia call +61 2 6276 0111

Email: ombudsman@ombudsman.gov.au

Complaints and Appeals Records

The Compliance Manager will update and maintain the SAI Complaints and Appeals Register with a written record of each complaint, appeal, supporting documentation, and the outcome decision being recorded and maintained in accordance with Privacy legislation.

All complaints and appeals are to be regularly monitored by the CEO, NGM and Compliance Manager with areas for improvement identified being included in the SAI Continuous Improvement Register.

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