

COMPLAINTS and APPEALS

AWCI ANZ Inc RTO has a complaints policy and procedures to manage and respond to complaints involving the conduct of:

- a) the RTO, its trainers, assessors, staff, and contractors;
- b) a third party providing services on the RTO's behalf, its trainers, assessors or other staff; or
- c) a learner of the RTO.

AWCI ANZ Inc RTO has an appeals policy and procedures to manage requests for a review of decisions, including assessment decisions, made by the RTO or a third party providing services on the RTO's behalf.

This policy

- a) ensures the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process
- b) is publicly available on our website and available on request from our head office;
- c) sets out the procedures for making a complaint or requesting an appeal;
- d) ensures complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable; and
- e) provides for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

Where AWCI ANZ Inc. RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the CEO (or authorised delegate):

- a) informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
- b) regularly updates the complainant or appellant on the progress of the matter.

AWCI ANZ Inc. RTO

- a) securely maintains records of all complaints and appeals and their outcomes
- b) makes sure allegations and details are only disclosed to those who need to be involved in reviewing the complaint/appeal; and
- c) identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

Where the complaint is from an AWCI Association Member and is in relation to an Association matter or decision, the Association's (not the AWCIANZ RTO) complaints and appeals policy will apply.

Complaints Procedure

1. A formal complaint should first be lodged with the AWCI ANZ Inc. RTO CEO within 30 days of the issue arising, where practicable. (A Complaints and Appeals Form is located on our website or can be obtained from our office on request.)
2. A written response will be provided within 21 working days.
3. Where the outcome is not satisfactory to the complainant, the CEO should be contacted in writing (mail/email), setting out:
 - The circumstances surrounding the issue
 - Who was involved
 - Why a complaint is being lodged

- Any evidence including dates and documentation
 - The name of any witnesses who could support the case
4. Management will consider the complaint and the complainant will be notified in writing of the outcome.
 5. If the complainant is not satisfied with the outcome, the complaint will be referred to an independent person, who is agreed to by both parties, and the complainant will have an opportunity to formally present their case.
 6. All formal complaints are registered by the RTO.

Assessment appeals procedure

1. Where appropriate the candidate should first approach their assessor within 30 days of receiving the assessment result, where practicable.
2. Where the outcome of discussions with the assessor is not satisfactory to the candidate, the CEO should be contacted in writing (mail/email), setting out:
 - Course details (course/unit code/s and title/s)
 - The circumstances leading to the assessment appeal
 - Who was involved
 - Why an appeal is being lodged
 - Any evidence including dates and documentation
 - The name of any witnesses if relevant (eg supervisors, employers, other candidates)
3. Management will consider the appeal and the candidate will be notified in writing of the outcome and the reason for the decision.
4. In some circumstances the candidates or their assessment materials may be re-assessed by an independent assessor (not the original assessor).
5. If the candidate is not satisfied with the outcome, the appeal will be referred to an independent person, who is agreed to by both parties, and the candidate will have an opportunity to formally present their case.
6. All formal appeals are registered by the RTO and details retained on the candidates file.

Referrals

In the event that a complainant is still not satisfied with the outcome, they have the opportunity to refer the matter to an independent party.

As AWCIANZ RTO is regulated under ASQA, the primary complaints and appeals resolution processes are handled by ASQA's complaints team.

ASQA Complaints Hotline: <http://www.asqa.gov.au/> Phone: 1300 701 801.