

# Complaints and Appeals Policy and Procedures

## Policy

Redmako Learning are committed to responding to the need of Students and providing the service expected by Students. In the event that Students are not happy with any aspect of the service received we would like the opportunity to address the issue. We encourage Students to contact us with any concern or cause for dissatisfaction (complaints) or if they disagree with a decision made by the RTO, including a result that has been decided (an appeal).

The complaints and appeals process must be made publicly available via the RTO's website.

## Procedures

1. All Employees/Contractors and prospective Students are provided with a copy of the Complaints and Appeals Procedure in the Staff and Student's Handbook.
2. All appeals against assessment must be lodged within twenty-eight (28) working days of receipt of the outcome.
3. All complaints and appeals are to be handled professionally and confidentially in order to achieve a satisfactory resolution.
4. Each Student will be provided with the opportunity to present his or her case at each stage of the process.
5. All complaints and appeals will be managed fairly and equitably and as efficiently as possible.
6. All discussions relating to formal complaints and appeals are to be recorded in writing and the Appellant/Complainant provided with a written statement of the outcomes, including reasons for the decision.
7. Redmako Learning will endeavor to resolve any complaint referred to it by ASQA within ten (10) working days of its receipt of the complaint.
8. This policy provides an avenue for most complaints and appeals to be addressed. However, in some cases, alternative measures may need to be explored.
9. Redmako Learning will encourage all parties to approach a complaint or appeal with an open view and attempt to resolve issues through discussion and conciliation. Where resolution cannot be achieved through discussion and conciliation Redmako Learning will acknowledge the need for an appropriate external and independent agent to mediate between the parties.
10. Once finalised a review of the appeal is to be undertaken and actions implemented to reduce the likelihood of the same issue occurring in the future.

11. Records relating to the complaint or appeal including the associated registers are to be securely retained.
12. At each stage throughout the process the Complainant or Appellant will be advised of the outcome in writing within five (5) days of the decision being made.

The Redmako Learning Complaints and Appeals Policy and Procedures provide a consistent, fair and equitable framework for resolving student complaints and appeals. It outlines the procedure to follow and the phases involved to enable a complaint or an appeal to be managed in an appropriate and timely manner. It also reflects the expectations and responsibilities of Redmako staff and its students.

Redmako Learning is committed to providing a high-quality education and training service for all students. In the context of continuous quality improvement, students may raise complaints and appeals that need to be respectfully managed. This policy provides for the effective and efficient management of student complaints and appeals.

This policy and its procedure apply to all students, staff and other persons, including potential students enrolled or seeking to enrol in a course of study with Redmako Learning. It also applies to all students enrolled or seeking to enrol in Redmako Learning courses with Redmako Learning Partner Organisations.

The following are examples of issues for which Students may lodge a complaint:

- enrolment
- training delivery
- training and/or assessment, including Recognition of Prior Learning (RPL)
- any other activities associated with the delivery of training and assessment services
- issues such as discrimination, sexual harassment, Student amenities, etc.

A student may lodge a complaint involving the conduct of:

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

Redmako Learning will manage all complaints and appeals fairly, equitably and efficiently as possible. Redmako Learning will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, Redmako Learning acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

There are four (4) phases in the Redmako Student Complaints and Appeals Policy and Procedure:

- Phase 1: Informal Complaint
- Phase 2: Formal Complaint
- Phase 3: Internal Appeal

- Phase 4: External Review.

All students or potential students can access each of the four phases of the Redmako Learning Student Complaints and Appeals Policy at any time. However, it is strongly recommended that each Phase of the policy is completed before escalating to the next Phase.

### **Phase 1: Informal Complaint**

- a. The student is encouraged to raise the complaint directly with person/s involved. For example, if the complaint is about fees, the concern should be discussed in the first instance with Administration. A complaint about an assessment task should be discussed in the first instance with the unit Trainer.
- b. An informal discussion should take place directly with the relevant person(s) as soon as possible. The student may choose to be accompanied or assisted by a Support Person during the informal discussion phase.
- c. If the student has attempted to resolve the issue directly with the relevant person(s) and is not satisfied with the outcome or does not wish to directly approach the person(s) concerned, the student should discuss the complaint with the delegated Responsible Officer within seven (7) working days of the issue.
- d. The Responsible Officer will consider the issue and may suggest a course of action to resolve the issue or attempt to mediate between the student and the person(s) concerned. An action to resolve will be presented to the complainant within ten (10) working days.
- e. A record of the discussion and its outcome will be maintained on the central Redmako Learning Complaints Register by the Responsible Officer.
- f. If the student is not satisfied with the outcome, the student can escalate their complaint to Phase 2 under this policy.

### **Phase 2: Formal Complaint**

If the complaint cannot be resolved in phase 1, it is to escalate to a formal process. The Complaint involves the student lodging a written complaint. The Complaint will be investigated by the Responsible Officer.

- a. The student completes a Complaint Form, (available from Student Services) or submits a letter to the Responsible Officer at the College where the student is studying or applying to enrol within ten (10) working days of the event relating to the complaint occurring.
- b. The student will receive written acknowledgment of the Complaint within ten (10) working days of the Complaint lodgement.
- c. The Responsible Officer investigates the Complaint and seeks to resolve it within twenty (20) working days of it being received by the Responsible Officer.
- d. The student will receive written notification of the outcome of the investigation within five (5) working days of finalising the investigation of the Complaint.

- e. If the student is not satisfied with the outcome, the student can escalate the complaint to Phase 3 under this policy.

To proceed to Phase 2, the student MUST provide the following information in writing:

- Details of the Complaint;
- Supporting information that the student wishes to have considered;
- An explanation of the steps already taken to try to resolve the issue informally and why the responses received are not considered satisfactory; and
- What the student thinks needs to be done to address his/her concerns.

As part of investigation process, the Responsible Officer will discuss the issues with the person(s) concerned, and if required, may discuss it with relevant staff observing the principle of Appropriate Confidentiality. A meeting with the student may be arranged to enable the student to formally present their Complaint in front of an independent person or mediator. The student may be accompanied or assisted by a Support Person at any such meeting.

If the Responsible Officer considers that the Complaint should be upheld, then relevant staff will be notified immediately to implement the actions required to resolve the Complaint. The student will be provided with a written report of the steps taken to address the Complaint within twenty-five (25) working days of the commencement of the complaint process.

If the Complaint is not upheld, then the student will be given a written report on the reasons for the decision. The student will also be advised of his/her right to access the Appeals Process if not satisfied with the outcome of the formal Complaint and lodge this within twenty-eight (28) working days of the Phase 2 decision. The Responsible Officer will file a written record of the Complaint and its outcome in the central Redmako Learning Complaints Register.

### **Phase 3: Internal Appeals**

If a student is not satisfied with a decision made by Redmako Learning, including assessment results:

- a) The student submits a written request for an internal appeal to the Responsible Officer within 28 days of receipt of the decision;
- b) The Responsible Officer may:
  - Decide based on the information already provided;
  - Decide that there are insufficient grounds to take any further action, thus concluding the consideration of the matter under this internal appeal phase; or
  - Establish an internal appeal review panel.
- c) If the decision is made to establish an Internal Appeal Review Panel, the Responsible Officer convenes the Panel within ten (10) working days of receipt of the Appeal Request Form;
- d) The Appeal Review Panel meets within twenty (20) working days of receipt of the Appeal Request Form;

- e) The student is given at least five (5) working days of notice in advance of the Internal Appeal Review Panel meeting;
- f) The student receives written notification within five (5) working days of the Panels' decision;
- g) If the student is still not satisfied, they can escalate the appeal to Phase 4 under this policy.

The Internal Appeal Process will consider all relevant information. The student may attend and be accompanied by a Support Person who may speak on the student's behalf. If the subject of the appeal involves other person(s), they will also be invited to present their case to the Panel. A written record of the meeting must be taken.

The student will be notified in writing within five (5) working days of the decision of the Internal Appeal Review Panel. If the appeal is upheld, the student will be informed of the action to be taken to resolve the matter. Redmako Learning will immediately implement any decision and/or action required. If the Complaint is not upheld, the student will be given a written report including the reason/s for the decision and advising the student of their right to access the External Review Process. The Responsible Officer will file a written record of the Appeal and its outcome in the central Redmako Learning Complaints Register.

#### **Phase 4: External Review**

If a student is not satisfied with the result or conduct of the formal complaint and/or internal review, they may apply for an external review. The external review will be formally investigated by an agent external to Redmako Learning or other impartial service such as a legal agency. The cost for an external review will be shared equally between the Student and Redmako Learning.

If at any point throughout the complaint or appeal process it is anticipated that the process will take longer than 60 days, the person submitting the complaint will be advised of the delay and the reason for the delay.

A review of the complaint is to be undertaken and actions implemented to reduce the likelihood of the same complaint being reported in the future.

## **Abbreviations and Definitions**

In the context of this policy the following applies:

**Appeal** – is made when a student is dissatisfied with a decision made by Redmako Learning. An appeal can be made up to twenty days (28) from the date of the decision.

**Appropriate Confidentiality** – refers to situations when a Senior Officer of Redmako Learning may disclose to another relevant person only as much information as is necessary for the explicit purposes of clarification or assistance to enable the complaints or appeals process to be facilitated.

**Complaint** – means a statement or expression that something not satisfactory or acceptable. A formal complaint takes place if when it cannot be resolved informally (for example, the affected parties discussing the matter), and is written down for official processing. Example of complaints include:

- Concerns with quality of training and assessment services;
- Concerns regarding support provided;
- Perceived discrimination, unfairness and injustice, bullying, sexual harassment or other forms of harassment.

**Partner Organisations** – any organisation that provides services on behalf of Redmako Learning, including training, assessment, related educational and support services, and/or any activities related to the recruitment of prospective domestic students. As the Registered Training Organisation, Redmako Learning is responsible for ensuring all such services provided are in accordance with statutory obligations.

**Responsible Officer** – means the staff member or delegate with responsibility for handling the complaint or appeal on behalf of Redmako Learning; or the CEO of a Partner Organisation, working in conjunction with the CEO of Redmako Learning. A Responsible Officer must not review a decision they were involved in making and must occupy a position that is senior to that occupied by any person involved in making the original decision.

**Student** – refers to a person enrolled or seeking to enrol in any course or unit of study at Redmako Learning or at a partner organisation licensed to delivery Redmako Learning courses on behalf of Redmako Learning. Redmako Learning is unlikely to consider a complaint or appeal from a former student whose enrolment ceased six (6) months or more prior to the time of lodging the complaint.

**Support Person** – refers to a person who is not directly involved in the grievance or complaint such as a friend, counsellor or family member. A support person **should not be** a legal representative.

### **Students may choose to lodge a complaint to:**

Australian Skills Quality Authority (ASQA)

Tel: 1300 701 801

Online complaints form: <https://asqaconnect.asqa.gov.au/>

National Training Complaints Hotline

Tel: 13 38 73

Online complaints form: <https://www.dese.gov.au/national-training-complaints-hotline/national-training-and-complaints-hotline-complaints-form>

### **Supporting documents**

- Appeals Form
- Appeal Register
- Complaints Form
- Complaints Register

## Version controller

| Date       | Notes  | Version number |
|------------|--|----------------|
| 01/03/2019 | Updated the document to reflect current practice | V.2.0          |
| 23/06/2022 | Updated links and added version controller       | V.3.0          |