


Related documents

- Complaints and Appeals Form
- Complaints and Appeals Register
- Policy: Complaints and Appeals
- Policy: Equal Opportunity

Introduction

Any client including staff/personnel who sincerely believes that they have a legitimate complaint, or grounds for appeal, in relation to the policies, procedures, processes, training and assessment methodology of RETS Pty Ltd are encouraged to take the following action as described in this procedure.

There are two types of processes complainants may choose:

1. Informal Complaints

A complaint is considered to be informal when it is made verbally. It is also considered to be informal when it is made in writing and addressed to the person against whom the complaints is being made, UNLESS a signed copy of that letter is also sent to the RTO Chief Executive Officer, RETS Pty Ltd.

2. Formal Complaints

Clients (or staff/personnel) may make a formal complaint by forwarding a signed, written complaint to the RTO Chief Executive Officer within three months of the alleged incident

Appeals Process

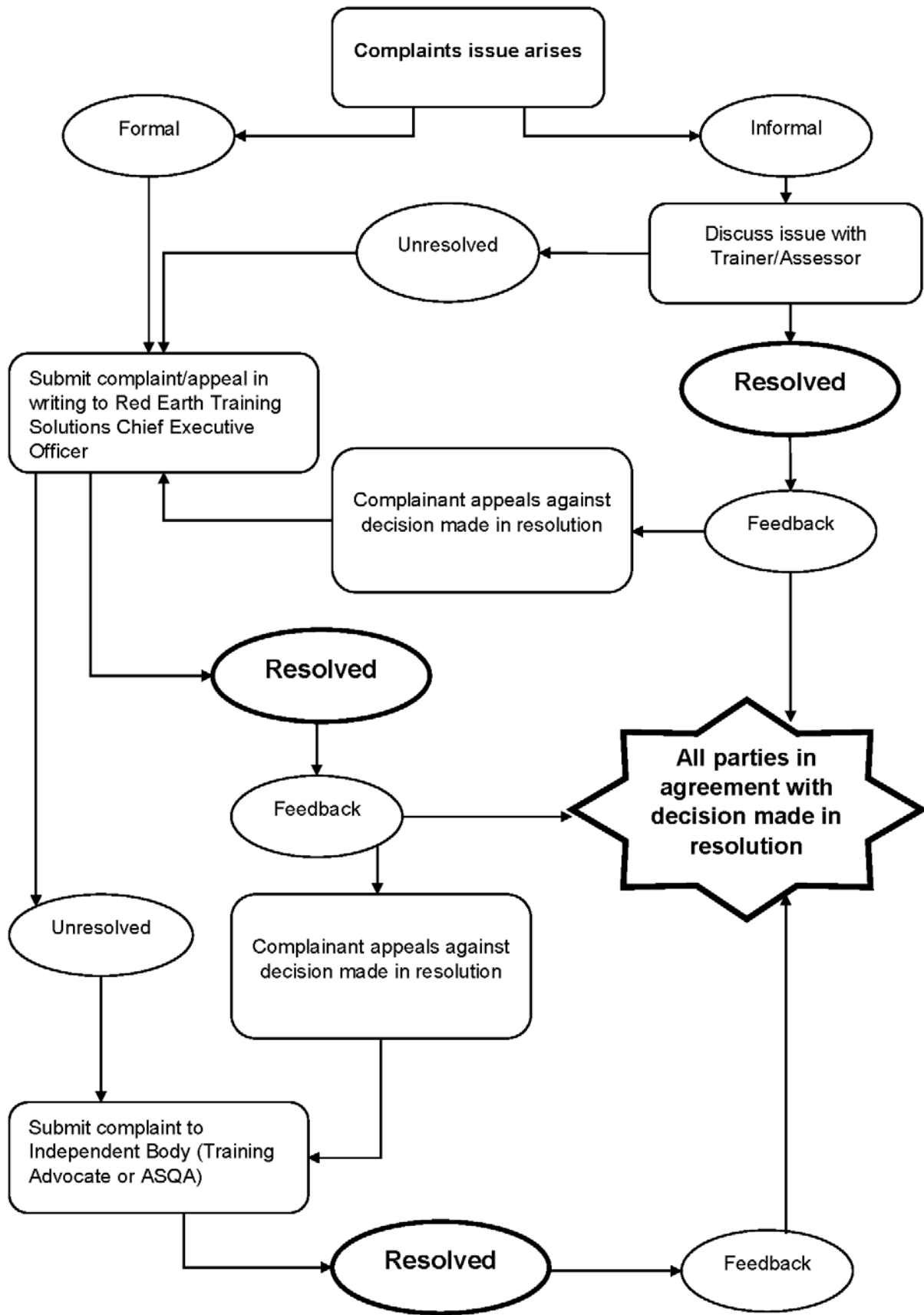
Following the resolution or completed investigation of a complaint, whether formal or informal, the Complainant may appeal against any decision or finding made. At all times, parties to the complaint may be accompanied by an advocate of their choosing.

Scope

This policy applies to all staff/personnel, clients and participants, and also applies to all issues or grievances that may arise except those relating to Equal Opportunity.

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Procedure for resolving a complaint



Complaints and Appeals Process

1. Informal Complaint

1.1. Discuss the complaint with Trainer or Assessor

1.2. The Trainer or Assessor will attempt to resolve the issue

1.2.1. If the issue is unresolved, the complainant is encouraged to elevate the status of the complaint from 'Informal' to 'Formal' by submitting the complaint in writing to the RETS Chief Executive Officer.

1.3. Feedback will be given to the complainant regarding the resolution of the issue.

1.3.1. If the complainant is not satisfied with the resolution, the formal complaint or appeal procedure will take place.

2. Formal Complaint

2.1. Stage one - Lodgement

2.1.1. A formal complaint or appeal may be lodged by completing and submitting a complaints and appeals form available from the Administration staff on (08) 8280 3439 or on RETS website www.redearthtrainingsolutions.com.au. The complainant must provide as much detail as possible and send the completed and signed form to the RETS Chief Executive Officer.

The complaints and appeals form can be sent to the complainant or appellant on request. The form can be submitted in person, it can be completed over the phone by a RETS representative on the complainant's behalf, or completed electronically and submitted by email to rodger@redearthtrainingsolutions.com.au.

2.1.2. The Chief Executive Officer will enter the details of the complaints and appeals form in the RETS complaints and appeals register and acknowledge in writing receipt of the complaint or appeal as soon as practicable (no longer than 2 working days) and indicate the anticipated review period (up to 20 working days).

2.1.3. If RETS considers more than 20 working days are required to process and finalise the complaint or appeal, the Chief Executive Officer will:

- Inform the complainant or appellant in writing, including the reasons why more than 20 working days are required, and
- Regularly update the complainant or appellant on the progress of the matter

2.2. Stage two – Investigation

- 2.2.1. The Chief Executive Officer will conduct an investigation of the issue. As part of the investigation, The Chief Executive Officer may interview the individuals involved in the complaint or appeal. Where a complaint is made against an individual (i.e. staff member or learner), that person will be fully informed of the allegations made against them and be provided with a right to reply. Learners and staff members have the right to be accompanied or represented by a third person such as a family member, friend, counsellor or professional support person.
- 2.2.2. Confidentiality must be maintained at all times.
- 2.2.3. Only identified senior staff have access to the complaints and appeals register.
- 2.2.4. Where an appeal against an assessment decision has been lodged, the Chief Executive Officer will seek details from the assessor and meet with both the assessor and the appellant.
- 2.2.5. A complainant has the right to withdraw their complaint at any time (in writing).

2.3 Stage three – Determination

- 2.3.1 Upon conclusion of the investigation, the Chief Executive Officer will make a determination indicating a proposed resolution.

In case of appeal, the Chief Executive Officer will determine if:

- The appellant should be reassessed by an alternate assessor;
- The original decision is correct and will stand;
- An adjustment to the original decision is warranted

- 2.3.2 The Chief Executive Officer will communicate in writing the proposed resolution to all parties involved in the complaint or appeal process within 20 working days of the formal complaint.
- 2.3.3 If the complainant or appellant is satisfied with the outcome, they will be requested to confirm in writing to agree to the resolution, which will be recorded in the RETS complaints and appeals register.

2.4 Stage four – External review of the determination

- 2.4.1 If the Complainant is not satisfied with the outcome of the internal complaints/appeals process, they may request that the matter is reviewed via an external dispute resolution process, by an external mediator. For this purpose RETS uses the services of:

Office of the Training Advocate (SA)

131 Grenfell St, Level 5, corner of Grenfell Street and Hyde Street Adelaide

Telephone: 1800 006 488

Website: <https://www.trainingadvocate.sa.gov.au/>

The services provided by the Office of the Training Advocate are free.

- 2.4.2 If, after RETS internal complaints and appeals processes have been exhausted, the complainant or appellant is still not satisfied with the determination of the external mediator, they may submit a complaint to Australian Skills Quality Authority (ASQA) by completing the online complaint form which can be found at <https://asqanet.asqa.gov.au>

ASQA is not able to act as the independent third party for reviewing complaints.

The complainant or appellant will need to provide evidence to ASQA that they have completed the RETS complaints and appeals processes before submitting a complaint to ASQA. In exceptional circumstances ASQA may consider a learner's complaint without this evidence.

Australian Skills Quality Authority (ASQA)

Telephone: 1300 701 801

Website: <https://www.asqa.gov.au>

Guidelines and Limitations

All RETS staff/personnel must ensure that at no time during the entire process will any affected student be subjected to any form of harassment or victimisation for lodging a complaint/ appeal.

Additional Information

In this document; 'Client' refers to either the participant and/or the employer.

Monitoring/Continuous Improvement

This policy and procedure will be reviewed annually or upon legislative changes which affect its validity.

RETS personnel are able, at any time, to submit a 'Change Request Procedure' should they feel the policy requires improvement or modification.