



COMPLAINTS AND APPEALS POLICY

PURPOSE

Safety Training Professionals (STP) is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, STP is required to have and provide detail of a fair and reasonable complaints and appeals process.

The purpose of this policy is to provide for the appropriate handling of complaints and appeals.

This policy is based on providing and maintaining training services that are fair and reasonable and afford a forum where issues or inadequacies can be resolved. This process provides adequate opportunity for complaints and appeals to be forwarded to Safety Training Professionals (STP) management in a timely, confidential and sensitive manner.

SCOPE

At STP the Training Manager or Managing Director is appointed as the Complaints Resolution Officer. The objective is to enable complaints/appeals to be made in relation to STP, STP staff, including third parties and other learners. The policy provides clients/stakeholders a clear process to follow in order to register a complaint. It ensures all parties involved are kept informed of the resulting actions and outcomes.

DEFINITIONS

A **complaint** can be defined as a student's expression of dissatisfaction with any aspect of STP'S services and activities, such as:

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

An **appeal** is to manage requests for a review of any decisions, including assessment decisions, made by the RTO or a third party providing services on the RTO's behalf.

PROCEDURE

- a. The STP Complaints and Appeals Policy are to be publically available, clearly displayed and contained within the Student Induction Process, the STP Website and the Student Handbook.
- b. All complaints / appeals should be submitted in writing at the earliest possible opportunity.
- c. This will be acknowledged in writing and constitute a formal complaint from the complainant or appellant.
- d. The Training Manager or Managing Director of STP and those involved in any complaint or appeal will be informed.
- e. The Training Manager or Managing Director of STP may delegate responsibility for the resolution of the complaint/appeal as required.
- f. In the case of a complaint/appeal, the Training Manager or Managing Director of STP will initiate a transparent, unbiased and participative process to deal with the issues at hand.
- g. Assessment appeals will be processed in accordance with the Assessment Appeals Procedure.
- h. Complaints or appeals where possible are to be resolved within 10 working days of the initial application. If more than 60 days if required parties are informed in writing with regular updates.
- i. In all cases the final conclusion will be endorsed by the Training Manager or Managing Director of STP.
- j. The complainant or appellant will be advised in writing of the outcome of their complaint/appeal, within five working days of resolution.
- k. Should the outcome not be acceptable to the client, they will be informed, in writing, of the opportunity to lodge a complaint with the State (or where relevant, Commonwealth) Registration Authority/ Regulator.

Document Name: Complaints and Appeals Policy
Revision: 1.23
Revision Date: 16-10-2023
Review Date: 16-10-2024

Created By: NOVACORE
Approved By: RTOADM
Document Location: NovaCore CMS\SRTO 2015\Policy

- l. The complainant or appellant have the right to access advice and support from independent external agencies and/or persons at any point of the complaint and appeals process. Use of external services will be at the complainant or appellants cost unless authorised by STP.
- m. STP will ensure that it follows the principles of fairness and natural justice in dealing with complaints.
- n. All grievances, complaints and appeals will be handled as Staff-In-Confidence.

Note : If requested by client/student mediation from an Independent RTO will be provided.

All complaints/appeals will be discussed at meetings for continuous improvement of the processes and held on file in the offices of STP.

ANNEX A to COMPLAINTS AND APPEALS POLICY

COMPLAINTS AND APPEALS PROCESS

