

## PURPOSE:

The policy and procedure is to provide clear and practical guidelines to ensure that complaints and appeals about the Registered Training Organisation (RTO), can be resolved equitably and efficiently, and in accordance with the principles of natural justice.

## SCOPE:

The complaints and appeals policy apply to all students enrolled with Burton Training and Consultancy.

## DEFINITIONS:

**Complaint** – dissatisfaction expressed by a student about a product / service provided by the RTO.

**Appeal** – a request by the student to reconsider a result or decision made by the RTO.

**Complaint and Appeal Matters** – can include but are not limited to: training delivery and assessment; the quality of the training; student support and materials; discrimination and / or sexual harassment.

**Natural Justice** – concerned with procedural fairness and ensure a fair decision is reached by an objective decision maker. It involves:

- Decisions and processes be free from bias.
- All parties have the right to be heard.
- The respondent has a right to know how and of what, they are involved / accused of.
- All parties are told the decision and the reasons for the decision.

## POLICY:

Burton Training and Consultancy believes that a student, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation.

The student has the right to present the complaint or appeal formally as well as in writing.

Burton Training and Consultancy will manage all complaints and appeals fairly, equitably and efficiently as possible. Upon receipt of any complaint or appeal it will be added to the 'Continuous Improvement Register' and raised / actioned at the next management meeting. Burton Training and Consultancy 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, Burton Training and Consultancy 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.

Confidentiality will be maintained throughout the process of making and resolving complaints. Burton Training and Consultancy seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

A copy of this Policy is available to all students and staff in the Student Handbook, Website and is available upon request from Burton Training and Consultancy. The information will also contain details of external authorities that they may approach.

## PROCEDURE:

Should a student have a complaint or appeal, the following steps are to be followed:

1. In the first instance, the student should discuss the issue / complaint with the person involved to try and resolve it verbally.
2. If no resolution is reached, the student should discuss the issue / complaint with their trainer to see if it can be resolved.
3. If still no resolution the student should put the following information relating to the complaint or appeal in writing to the RTO Manager:
  - description of the complaint or appeal;
  - state whether they wish to formally present their case;
  - prior steps taken by the student to show how they have tried to deal with it; and
  - what they would like to happen to fix the problem and prevent it from happening again.
4. The student brings the complaint or appeal to the attention of the RTO Manager within seven (7) days of the issue taking place.
5. If the complaint or appeal is not dealt with to the student's satisfaction within the seven (7) day period, they may bring it to the attention of the Chief Executive Officer (CEO) / Principal. The CEO / Principal will either deal with the issue personally or arrange for it to be dealt with by a management representative. This process must commence within 48 hours from the time the CEO / Principal receives written notification from the student about their dissatisfaction to the response received from the RTO Manager and a response / resolution must be presented within seven (7) days.
6. Should the issue still not be resolved to the student's satisfaction, Burton Training and Consultancy will make arrangements for an independent external person to resolve the issue. The student will be given the opportunity to formally present their case. The time frame for this process may vary but should take no longer than fourteen (14) days.
7. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the fourteen (14) day period.
8. If the student is still not satisfied with external mediation, they may take their complaint to Australian Skills Quality Authority (ASQA).

Complaints: <https://www.asqa.gov.au/complaints/what-happens-when-i-make-complaint-asqa>

AQSA Info Line: 1300 701 801

Email: [enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au)

9. All documentation relating to complaints or appeals should be archived for audit purposes.

Burton Training and Consultancy Principal will be the person responsible for the implementation and maintenance of the policy.