

Complaints & Appeals Policy & Procedure

Purpose

To describe the process to be undertaken by the RTO, Arthritis & Osteoporosis Tasmania (AOTas), for receiving and responding to student complaints or appeals in a timely, fair and transparent manner.

Scope

This policy applies to students and members of the public affected by the actions of AOTas training, staff of AOTas and any third parties acting on behalf of AOTas.

Definitions

<i>Appeal</i>	A request by a student to reconsider a result or decision regarding assessment.
<i>ASQA</i>	Australian Skills Quality Authority.
<i>Complaint</i>	Dissatisfaction expressed by a Complainant about a product or service provided requiring resolution.
<i>Complainant</i>	The person or entity raising the complaint.
<i>RTO</i>	Registered Training Organisation, an entity registered with ASQA.

Policy

AOTas provides a system for the receiving and managing of complaints or appeals which is publicly accessible, easily understandable and embraces the principles of fairness and transparency throughout all stages of the process.

Where reasonably practicable, resolution of complaints and appeals will be resolved in the earliest possible time frame. Complaints and appeals will be recorded within 24 hours of receipt on the AOTas Training Complaints and Appeals Register.

All complaints and appeals will be acknowledged in writing within 14 calendar days of receipt and outline the actions or investigations to be taken.

The complainant will have the opportunity to meet with an AOTas training representative and present their case. A support person may accompany the complainant to this meeting.

Title:	Complaints & Appeals Policy and Procedure	Status:	APPROVED
Version:	v1.1	Date Approved:	21/03/2020
Location:		Review Date:	March 2022

All complaints or appeals will be dealt with in a sensitive and fair manner. The decision regarding the outcome of any complaint or appeal will be communicated in writing within 10 working days of decision. All complaints and appeals will, where practicable, be finalised within 60 days from receipt.

Where a resolution is unable to be achieved a third party will be engaged by AOTas to conciliate. Any cost of the engagement of the third party will be made available to the complainant at this stage.

Procedure

1. AOTas training staff will refer all complaints or appeals to the Chief Executive Officer (CEO) of AOTas. A detailed account of the complaint should be in writing using the Complaints and Appeals Form, or a record of conversation will be recorded and noted on the Complaints and Appeals Register.
2. The CEO will send the complainant a written acknowledgment of the receipt of the complaint/appeal within 14 calendar days. This letter will outline the steps to be taken to resolve the matter and outline time frames.
3. An investigation of the matter will be undertaken by the CEO. The complainant will have access to their records or assessments at this time if requested.
4. Once investigated the complainant will be contacted and a meeting arranged to discuss the matter whether in person or over the time. All findings of the investigation will be made available to the complainant.
5. The CEO will document all matters discussed at the meeting and all possible avenues will be considered to resolve the complaint or appeal. A decision will be provided to the complainant in writing by the CEO at the earliest possible opportunity (within 60 calendar days of receipt).
6. Where the complaint extends 30 calendar days, the complainant to be provided with weekly updates to inform them of the progress of the complaint handling.
7. Where resolution of the complaint or appeal is not possible, or the complainant is not satisfied with the outcome through the above steps, the complainant will be offered an opportunity to have a third party review and make a direction on the matter.
8. If the matter is unresolved after being reviewed by a third party or the complainant is not satisfied with the outcome, then the complainant may be directed to contact ASQA through their Online Complaint Form.

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9. All steps taken and correspondence entered into will be recorded on the AOTas Complaints and Appeals Register.

Related Documents

- Complaints & Appeals Form
- Complaints & Appeals Register
- Access to Records Policy

Revision History

Version	Date	Description of Modifications
v1.0	18/08/2016	Original
v1.1	21/03/2020	Minor updates, addition of page numbers

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