

Complaints and Appeals Policy

Definition of Terms

Informal complaint

An informal complaint is an expression of dissatisfaction where the complainant brings a matter to the attention of Employ-Ease but does not wish further involvement in the resolution process. Informal complaints are of a low level of risk.

Formal complaint

A formal complaint is a written expression of dissatisfaction where the complainant is seeking rectification / resolution in line with Employ-Ease Complaints and Appeals policy and procedure.

Appeal

An appeal is the process by which a person disputes the outcome of a formal complaint.

Assessment Result Appeal

An assessment result appeal is the process by which a person disputes an assessment outcome. Students have the right to appeal an assessment outcome if they feel they have been unfairly disadvantaged or discriminated against.

Rules of Evidence

Supports quality assessment by ensuring that assessment procedures evidence which is:

- Valid
- Sufficient
- Current
- Authentic

Purpose

- To inform students of options and steps which are followed when a complaint or appeal is entered into.
- To provide a process by which complainants are guided towards a fair, equitable and timely outcome.
- To provide a process in which complaints have an avenue of appeal should satisfactory resolution not be reached.

Policy Statement

Employ-Ease encourages students to provide both positive and negative feedback on our performance. We are committed to continuous improvement and approach complaints as an opportunity to refine and improve our service delivery.

Students are encouraged to raise any matters of concern relating to training delivery or assessment, the quality of the teaching, student amenities, discrimination, sexual harassment or any other issues which may arise.

There are a range of mechanisms available for students to provide feedback. Employ-Ease adopts a tiered approach to how feedback is handled. This provides students the opportunity to identify the level of their concern and to provide input as to how they wish Employ-Ease to address the matter (refer to the definition of terms above).

All complaints are investigated and where opportunities for improvement are identified strategies are implemented and recorded in the Continuous Improvement Register.

This policy provides an avenue for most complaints to be addressed; however in some cases alternative measures may need to be explored. Employ-Ease will encourage the parties to approach a complaint with an open view and to attempt to resolve problems through discussion and conciliation.

Where a complaint cannot be resolved through internal discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties.

All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory outcome. All complaints and appeals will be managed fairly, equitably and as efficiently as possible. Employ-Ease will strive to resolve any complaints/appeals within ten (10) working days.

Students will be notified of outcomes of all formal complaints/appeals, including reasons for the decision. Outcomes will be decided based on current Government Legislation, AQTF 2010 Guidelines, Employ-Ease Policy and Procedures, Rules of Evidence, Principles of Assessment and natural justice principles.

All parties will have a clear understanding of the steps involved in the complaints and appeals procedure.

Students will be provided with details of external authorities they may approach, if required.

- Complaints can be lodged within 12 months of completion of course class times.
- Appeals can be lodged within 1 month of a formal complaint outcome.
- Assessment Result Appeals can be lodged within 2 weeks of assessment.

Complaints and Appeals Procedure

Complaints

Students who have concerns relating to the delivery of training and/or assessment should, in the first instance, discuss the matter with the relevant trainer/assessor or staff member (as appropriate). If the concern is unable to be resolved the student may lodge a Formal Complaint.

Lodging a Formal Complaint

1. Complete an Employ-Ease [Complaints Form](#). Forms can be downloaded from employease.com.au.
2. Submit the completed form to Employ-Ease by email admin@employease.com.au or mail to:
RTO Manager, Employ-Ease Pty Ltd
284 Dorset Road, Boronia Vic 3155

Employ-Ease will strive to resolve any complaint within 10 working days of lodgment. Students will be notified of the outcome of a formal complaint, including reasons for the decision.

Complaints must be lodged within 12 months of completion of course class times.

If the formal complaint cannot be resolved internally, Employ-Ease will direct the participant to the Dispute Settlement Centre of Victoria.

Information about the Dispute Settlement Centre of Victoria can be found at www.disputes.vic.gov.au. The cost of external mediation will be borne equally by Employ-Ease and the student.

Assessment Result Appeal

Assessment is the process of collecting evidence and making judgements about whether competency has been achieved. Assessments are carried out in accordance with the *Principles of Assessment* and *Rules of Evidence*.

Students who feel they have been assessed unfairly should discuss with the assessor directly. If the matter is not resolved satisfactorily, it should be taken to the Student Support Coordinator in an attempt to resolve the issue at this level. Should the student still be dissatisfied, they have the right to lodge an Assessment Result Appeal.

Lodging an Assessment Result Appeal

The student is the only person who can lodge an assessment result appeal.

1. Complete an Employ-Ease [Assessment Result Appeal Form](#). Forms can be downloaded from employease.com.au.
2. Submit the completed form to Employ-Ease by email admin@employease.com.au or mail to:
RTO Manager, Employ-Ease Pty Ltd
284 Dorset Road, Boronia Vic 3155

Employ-Ease will strive to resolve any Assessment Result Appeals within 28 working days of lodgment. Students will be notified of the outcome.

Assessment Result Appeals will be reviewed against the Principles of Assessment and the Rules of Evidence. Assessment Result Appeals must be lodged within 2 weeks of assessment.

Please Note: *Individuals have the option to register a complaint while anonymous or using a pseudonym. It may be impracticable, however, to investigate and resolve an individual's particular complaint unless the complainant provides their name or similar information.*

To be completed by the RTO

Action to be taken to address the complaint:

Action taken by: _____

Date: ___/___/___

Student Notified of Outcome: Y

Student Notified via: Email Letter Verbal

Date: ___/___/___

Complaint Review

Person Reviewing: _____

Review Date: ___/___/___

Agreed Action Complete and Complaint Effectively Dealt With: Yes No

If no, detail further action(s) to be taken:

Signature: _____

Review Date: ___/___/___

