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## Complaints and Appeals Policy

Document Name and Number:	Version and Date:	Responsible Person:	Purpose and Comments:
Complaints and Appeals Policy	March 2020 V1	Administration Manager and/or nominee	Ensure compliance with Standards for Registered Training Organisations (RTOs) 2015

### Policy scope

The Complaints and Appeals Policy applies to all students training at the organisation. It also includes the registered provider's education agents and external personnel conducting training or assessments on the organisation's behalf as part of partnership agreements. For example, this includes complaints of harassment/discrimination and unfair treatment regarding conditions in training situations by the trainers, assessors and other staff, assessment outcome and/or work situations.

This also includes complaints made by supervisors in off-site training situations (where applicable) regarding unacceptable performance and/or inappropriate behaviour.

### Policy purpose

The Complaints and Appeals Policy establishes the framework for handling all complaints, grievances and appeals lodged against anyone of the organisation's personnel and participants.

### Policy statement

The organisation will operate in a fair, transparent, professional and unbiased way and adopt the principles of natural justice and procedural fairness by informing those involved of the allegation(s) and by providing those involved with an opportunity to present their side of the matter.

All individuals have equal access to Complaints and Appeals processes and are entitled to fair, consistent treatment and the confidentiality of all parties will be respected.

Complaints are received in a positive manner; the individual raising the grievance can expect to be taken seriously.

### Legislative/statutory requirements

- Standards for Registered Training Organisations (RTOs) 2015

### Associated documents

- Complaints and Appeals Procedure
- Complaints and Appeals Form

### Measure of policy effectiveness

The effectiveness of this Policy will be determined by:

- Effective implementation of the Policy and related Procedures represented by zero unresolved disputes within a sixty (60) day period from lodgement
- Outcomes from internal and external audits



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Induction

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Refer to organisational and induction processes to confirm specific induction requirements related to this Policy.

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Definitions/acronyms

- **Complaint** - [www.collinsdictionary.com/dictionary/english/complaint](http://www.collinsdictionary.com/dictionary/english/complaint)
  - **Grievance** - [www.collinsdictionary.com/dictionary/english/grievance](http://www.collinsdictionary.com/dictionary/english/grievance)
  - **Appeal** - [www.collinsdictionary.com/dictionary/english/appeal](http://www.collinsdictionary.com/dictionary/english/appeal)
  - **Natural Justice** - [www.collinsdictionary.com/dictionary/english/natural-justice](http://www.collinsdictionary.com/dictionary/english/natural-justice)
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