



RTO # 2543

Complaints and Appeals Policy and Procedures

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Complaints Policy:

Australian Employment Services (AES) provides quality training and assessment services in accredited and non-accredited training and values all of its participants, clients, staff and AES Contractors.

In its role as a training organisation, AES deals with a wide range of clients, organisations and individuals, and acknowledges that at times people may not be satisfied with the services provided. It is AES's intent to have minimal dissatisfaction from its participants, clients, staff and AES Contractors, and as such AES will address any issues or concerns raised in a timely and efficient manner.

If you are not satisfied with the level or quality of service received from AES you are encouraged to raise your issue or concern with a representative of AES to initially engage in conversation with the appropriate AES representative and for both parties to make a genuine attempt to resolve the issue or concern.

Verbal complaints will be documented by the AES staff member or AES Contractor that is dealing with the verbal complaint, as a part of AES's continual improvement process.

Where an issue or concern is unable to be satisfactorily resolved through discussion and negotiation, then the issue or concern will escalate to be a formal complaint and AES requires you to use the Complaints Procedure to resolve the issue or concern.

Where the issue or concern raised is associated with legislative or regulatory matters, AES requires that a formal complaint be lodged. AES will analyse any formal complaint to determine if there are quality assurance opportunities for improvement arising from the raised complaint.

For issues or concerns relating to an alleged legislative or regulatory breach that involves an AES staff member or AES Contractor, the issue or concern must be documented, treated as a formal complaint and the formal complaint process must be followed.

If the alleged legislative or regulatory breach has occurred in association with a training and/or assessment activity directly involving AES staff or AES Contractors, you are required to raise your complaint with AES.

If the alleged legislative or regulatory breach has occurred in the workplace and does not directly involve an AES staff member or AES Contractor, you are required to raise your complaint with your employer.

If you believe you have been discriminated against or harassed by an AES staff member or AES contractor, we encourage you to lodge a complaint with AES. You have the right to contact the Office of the Anti-Discrimination Commissioner on 1300 305 062 or through their website, www.antidiscrimination.tas.gov.au

Complaints Procedures:

In the first instance, you should speak with the administrative staff, trainer or assessor, or other person you are dealing with and they will try to address your issue or concern. If you are uncomfortable speaking to them, or the matter directly involves their behaviour, you can speak to any other AES employee or go directly to the General Manager. In the event that the issue or concern involves the General Manager, the issue or concern should be addressed directly to the CEO.

If you are not satisfied with the outcome of these discussions or wish to make a formal complaint, you should write to the General Manager or CEO to have the matter resolved. AES has a quality assurance process that is used to capture and address your issue or concern.

Where a verbal issue or concern escalates to a written complaint, or the issue or concern is identified as an alleged legislative or regulatory breach, (thereby immediately escalating the issue or concern to a formal complaint status), within two weeks of receipt of the written formal complaint, the complainant will be invited to meet with the General Manager and present their case in person. The General Manager may, at their discretion, invite other relevant personnel to be present at the meeting.

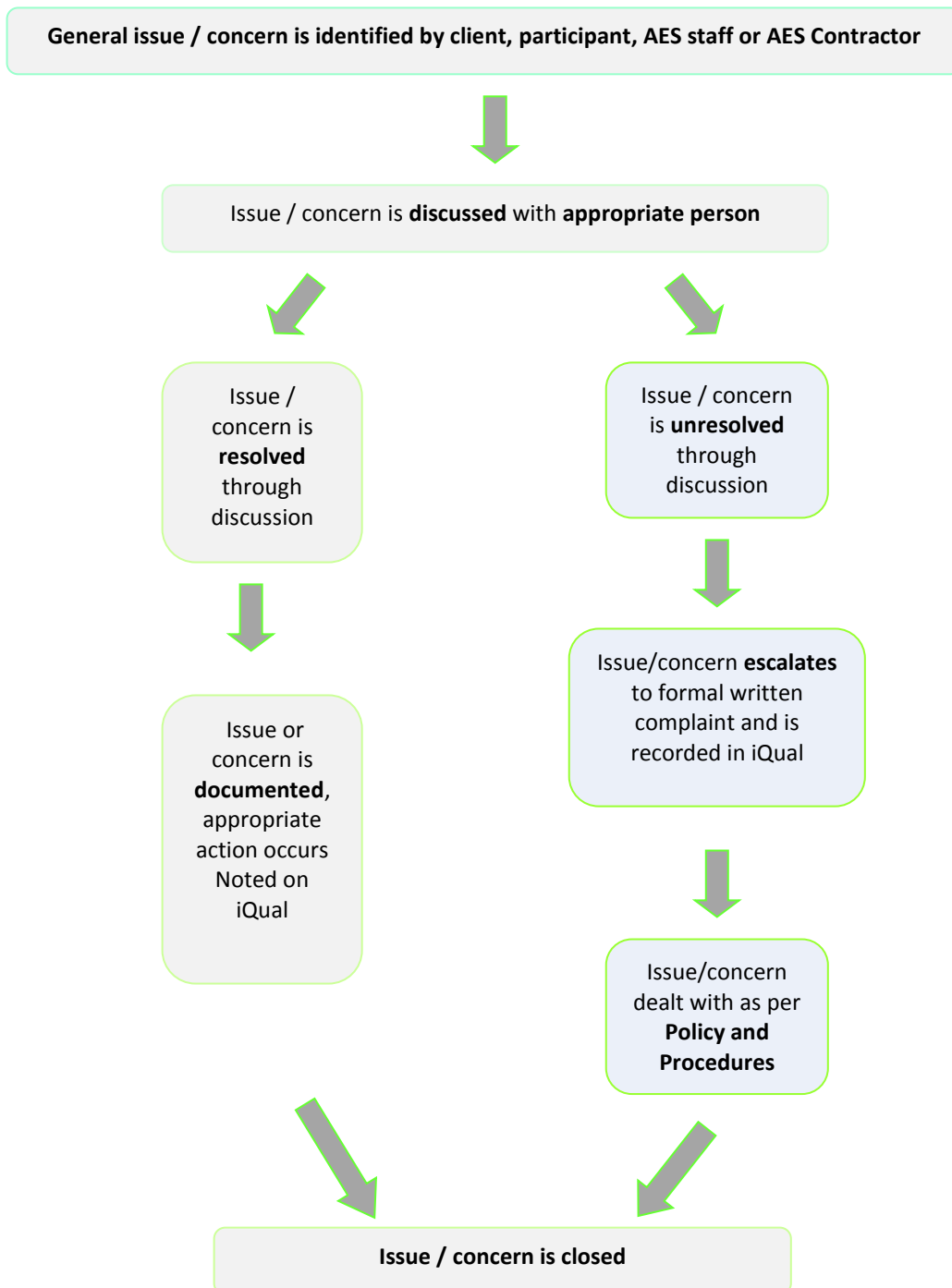
The complainant will be notified in writing of the meeting time, place and persons to be in attendance. The complainant will be invited to bring to the meeting a support person or advocate of whom the General Manager must be notified, no less than 24 hours before the commencement of the meeting.

All discussions during the meeting will be documented and the complainant will be notified in writing by the General Manager of the decision, no more than 10 days after the meeting.

If a complaint will take more than 60 days to finalise, all parties will be notified in writing of the potential delay and the reasons why this delay has occurred and regularly updated throughout this time.

The decision of the General Manager is final. Where a person making the complaint is not satisfied with the outcome through AES, they have the right to seek advice from the relevant government authority.

Flow chart – Complaints



Note:
Issue / concern / complaint is analysed to determine if a review is required within Quality Assurance processes

Appeals Policy:

For issues / concerns associated with an assessment decision, you are required to initially discuss your concerns with your assessor. If you are dissatisfied with the outcome of your conversation with your assessor, you have the right to appeal the assessment decision (in writing)

AES supports the rights of a student to appeal an assessment decision where they believe that the:

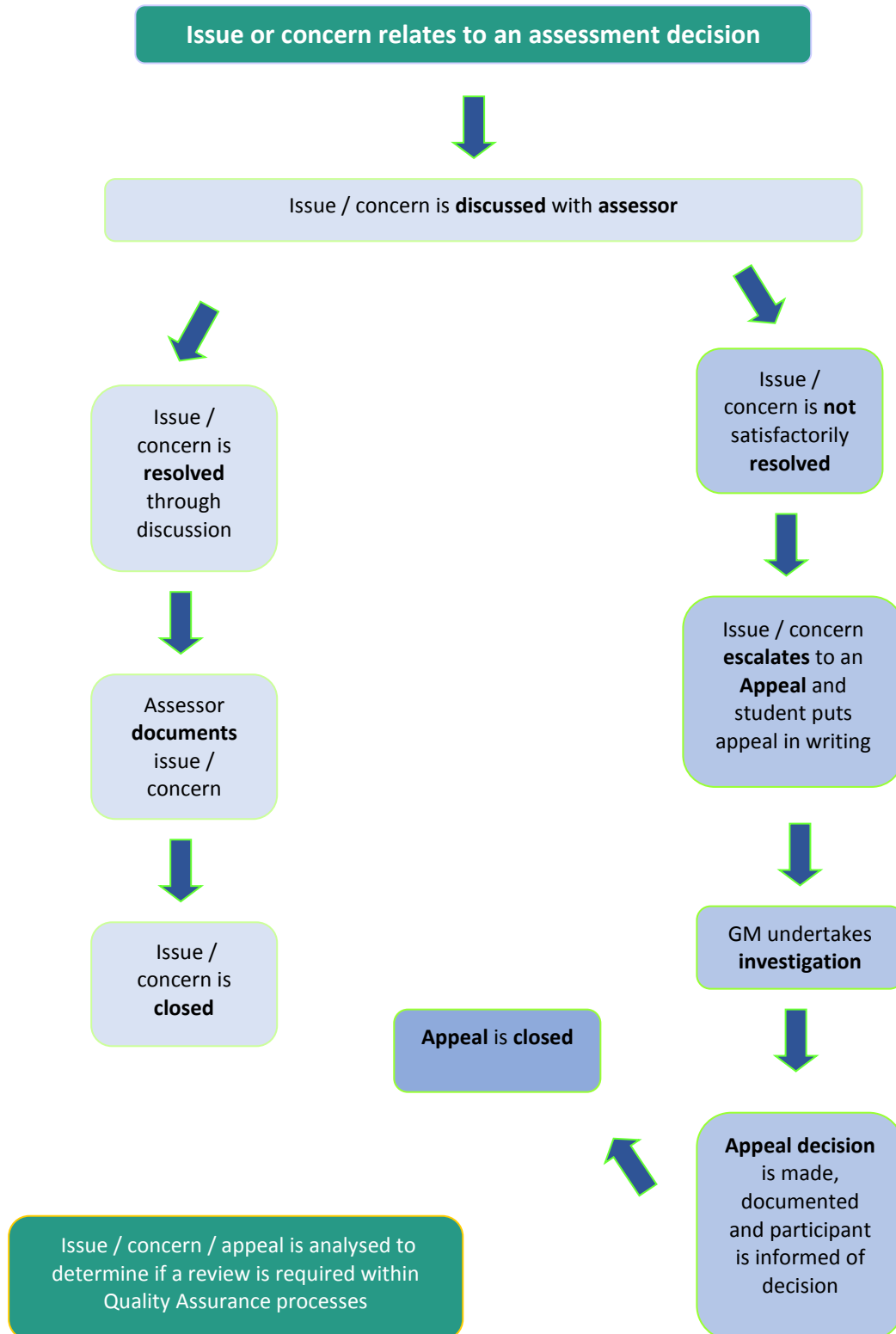
- assessor has not taken into account all of the evidence provided by them
- assessor has been biased and/or unprofessional in their assessment decision and /or process
- assessor has not used the approved AES assessment strategies, methods and tools in their assessment
- assessor has not properly briefed the candidate about the requirements of the assessment
- candidate did not agree to being assessed
- assessor did not make 'reasonable adjustments' to the assessment strategy, methods and tools as necessary for students with a learning need, to enable the student to demonstrate competency (without loss of the integrity of the assessment outcome).
- required materials and/or equipment were not available when conducting the assessment
- assessment strategies, methods and tools do not meet the requirements of the Training Package and/or the unit of competency requirements.

Appeals Procedure:

If a student wishes to appeal an assessment decision, they must, within 10 working days of being informed of the assessment decision:

- discuss their concerns with their assessor, then
- submit to AES a signed letter of appeal or
- contact the General Manager directly who will complete an appeal on their behalf.

Flow chart - Appeals



Resources:

Resources relevant to this document include:

Website links:

<https://equalopportunity.tas.gov.au/>

www.worksafe.tas.gov.au

www.justice.tas.gov.au

Policies and Procedures:

Continual Improvement Policy and Procedures