

Complaints and Appeals Policy

Policy Control

POLICY TITLE	Complaints and Appeals Policy
POLICY CODE	ATAPOL005
VERSION NO.	1.1
CREATED DATE	11/06/2024
REVIEWED:	07/02/2025
REVIEW DATE	06/02/2027
FILE LOCATION	C:\Academy Training\Academy Training Assessments - Documents\Policies and Procedures

Purpose

The purpose of this policy is to provide transparency for how Academy Training & Assessment (ATA) manages any dissatisfaction, formal complaint and appeals of students, clients, and staff.

Scope

This policy applies to all ATA staff, contractors and any applicable third parties and students (learners).

References

Standards: This policy supports compliance with Outcome Standards 2.7 and 2.8 of the Revised Standards for RTOs.

Policies: This policy is supported by *Compliance and Governance*, and *Student Fees and Charges* and *Training and Assessment* policies.

Procedures: This policy is supported by the *Complaints and Appeals Procedures*.

Definitions *(primarily taken from the Standards for Registered Training Organisations (RTOs) 2015):*

Appeal means a request for a decision to be made by ATA. Appeals may relate to course admissions, refund assessments, ATA's response to a Complaint or training and assessment outcomes

Complaint means a formal expression of dissatisfaction with any product, service or conduct by ATA, it's staff, contractors, students or any applicable third parties. A Complaint can relate to the enrolment process, marketing information and permissions, quality of training and assessment, student progress, student support, assessment requirements or the behaviour or actions of ATA's staff, contractors, students or any applicable third parties.

Policy

- a) Academy Training & Assessment (ATA) is committed to responding to any Complaint or Appeal in a transparent, consistent, objective, fair, sensitive, confidential, and timely manner upholding the principles of natural justice and procedural fairness.
- b) Where a Complaint is made, all parties involved will be afforded the opportunity to be promptly notified and provide a response to the allegations.
- c) ATA's policy and procedure to manage a Complaint or Appeal does not contravene any rights and remedies of any party under law.
- d) Complainants or Appellants are advised to inform ATA of their Complaint or Appeal as soon as possible using the *Complaints and Appeals Form*. This form initiates ATA's *Complaint and Appeals Procedures* that will commence by CEO acknowledgement of the form within 2 calendar days of receipt.
- e) ATA will aim to conclude its investigation and resolution of any Complaint or Appeal within 30 calendar days or as soon as practicable. During this period, all parties will regularly be informed on progress of the investigation and outcome as appropriate. On the exception that a matter is anticipated to take greater than 60 calendar days to resolve, ATA will inform all parties in writing including reasons for anticipated duration to resolution and provide all parties with regular updates on the progress of the matter.
- f) Whilst ATA will seek to internally manage Complaints through establishing a *Complaints and Appeals Procedure*, should a Complaint be of such serious circumstance that would warrant notification to the authorities, the CEO will maintain full discretion.
- g) In the instance an Appeal is registered regarding the outcome of an assessment, ATA at its own cost will seek an independent assessor to re-assess the original assessment again which will assist in informing an appropriate resolution.
- h) ATA acknowledges that some Complaints and Appeals warrant an appropriate independent external party to be appointed for review, especially where ATA's internal processes fail to resolve the matter or there is perceived, actual or potential conflict of interest. An engagement of external independent party may be requested by a Complainant or Appellant at their own costs. However, should ATA decide in the best interests of a matter that this should be pursued through an independent external party, then ATA will bear the costs of the engagement of the independent external party. In all instances, ATA will maintain cooperation and support any investigation process and associated findings and recommendations made by an independent external party.
- i) Records of all Complaints and Appeals will be securely and confidentially recorded and retained as business records by ATA in accordance with its *Governance and Compliance Policy*.
- j) Where a Complaint or Appeal leads ATA to a conclusion that there may be potential recurrence of similar causes for future Complaints or Appeals, then ATA will take reasonable corrective action to eliminate the cause or mitigate the likelihood or reoccurrence in accordance with its *Governance and Compliance Policy*.
- k) This Policy and the *Complaints and Appeals Form* will be made publicly available through publication on prominent place within ATA's website and further located and provided to students in the *Student Handbook* during the pre-enrolment process.