

## 1. Purpose

This policy and procedure is designed to ensure that complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively. Additionally, that consumer protection is provided to all learners in line with the Smart & Skilled Guidelines.

## 2. Policy Statement

Belelmo Pty Ltd Essential Business Training - RTO 91492 is committed to providing quality training and assessment products and services in compliance with the Standards for Registered Training Organisations (RTO) 2015.

The RTO acknowledges that it cannot improve training and assessment services without having open and honest complaint, appeal and feedback mechanisms.

## 3. Compliance

This policy and procedure maps to Standard 6.

This policy and procedure should be read in conjunction with the ASQA's Complaints about Training Providers policy (<https://www.asqa.gov.au/about/complaints/complaints-about-training-providers>).

This policy and procedure should be read in conjunction with Smart & Skilled's Consumer Protection Strategy. <https://www.nsw.gov.au/sites/default/files/2022-04/consumer-protection-strategy-1-jul22-to-30-jun-23.pdf>

## 4. Definitions

**Complaints** refers to a complaint about the service, training and/or assessment.

**Appeal** refers to an appeal of an assessment outcome.

## 5. Managing Appeals

The initial appeal should be discussed informally with the staff person involved.

- If the matter is not resolved informally then the person may choose to lodge a formal appeal. This must be done in writing or by requesting Form from Administration which may be completed and submitted.
- A student may lodge an appeal within six (6) weeks of receiving their result of assessment or when provided feedback of an assessment.
- The appeal will be recorded on the Appeals Register and the RTO Manager will make contact within 10 working days to arrange a meeting.

- The meeting will be between all parties in an attempt to find a resolution. If necessary, appealed assessments will be reassessed by an alternate trainer/assessor.
- The meeting will be documented with all outcomes and proposed resolutions being provided to all parties and actions immediately implemented.
- The Appeal will be recorded on a Register of Appeals for future reference and monitoring.
- If the student is not happy with this outcome, they will be referred to an external body where the matter can be dealt with independently.
- The initial complaint should be discussed informally with the staff person involved.
- If the matter is not resolved informally then the person may choose to lodge a formal complaint. This must be done in writing or by requesting Form from Administration which may be completed and submitted.
- The Complaint will be recorded on the Complaints Register and the RTO Manager will make contact within 10 working days to arrange a meeting. Should the complaint be against the RTO Manager, the complaint will be handled by the Director(s).
- A meeting will be held with all parties in an attempt to find a resolution to the issue/s.
- The meeting will be documented with all outcomes and resolutions provided to all parties.
- Recommended actions will be implemented as soon as is practicable.
- If there is no satisfactory resolution to the complaint by all parties, then the complainant will be referred to an external body where the matter can be dealt with independently.
- A Register of Complaints will be maintained for future reference and monitoring.

## 6. Timeframes

- An appeal or complaint can be lodged within six weeks of the event.
- The RTO Manager or Quality Advisor will make contact within ten days to make a meeting appointment.
- Where the RTO considers it requires more than 60 calendar days to process and finalise the complaint or appeal it will:
  - Inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
  - Regularly update the complainant or appellant on the progress of the matter.

### 7. Appeals Contacts

First point of contact for an appeal is a general discussion with your trainer, if you do not get a resolution with your trainer, please proceed below.

RTO Manager <INSERT NAME>

Email <INSERT EMAIL> Phone <INSERT NUMBER>

### 8. Complaints Contacts

First point of contact for a complaint is a general discussion with your trainer, if you do not get a resolution with your trainer, please proceed below.

<ROLE>

Email

Phone

The Director may refer the management of the complaint to the Quality Advisor or Training Coordinator if appropriate.

### 9. Consumer Protection Officer Contacts

Where you have a complaint in relation to Consumer Protection in relation to a course provided through the Smart & Skilled program, please ensure that you contact the officer below.

<ROLE>

Email

Phone

The Director may refer the management of the complaint to the Quality Advisor or Training Coordinator if appropriate.

### 10. Raising a Complaint to NSW Government (specific for Smart & Skilled)

Where your program of training is funded through the Smart & Skilled program and the NSW Government, and you do not find a suitable resolution with the RTO. You can raise a complaint via Training Services NSW. We have provided the details below of how to contact:

Applying online: <http://www.nsw.gov.au/nsw-government/departments-and-agencies/departmentof-education/contact-training-services-nsw#toc-submit-an-online-inquiry-or-feedback>

Phone: 1 300 772 104

In person at a Training Services NSW regional office, you can find the locations at <http://www.education.nsw.gov.au/skills-nsw/contact-us>

They will ask you a series of questions to understand the complaint, they will then investigate and may provide you with information of other government agencies that are more appropriate to provide support. It is important to note that a complaint or dispute resolution is not guarantees, the officer will inform you when they believe that Training Services NSW has done all it can to assist you. Full information about the process can be found at <https://www.nsw.gov.au/sites/default/files/202204/consumer-protection-strategy-1-jul-22-to-30-jun-23.pdf>

### 11. Raising a Complaint to the Regulator

Where you are not satisfied with the outcome of your complaint or appeal, you can escalate the complaint to the national regulator, the **Australian Skills Quality Authority (ASQA)**.

### 12. Record Maintenance

All documentation relating to an appeal or complaint will be loaded to the student's profile in the student management system.

Complaints and appeals will be reviewed by the RTO Manager to identify any potential causes of any complaint or appeal. Based on the review, action will take place that appropriately eliminates or mitigates the likelihood of any re-occurrence.

### 13. Monitoring and Improvement

All complaints and appeals feed into the RTOs Continuous Improvement Policy and Procedure and form part of the information that feeds into the Quality Indicator Report which is submitted annually.

#### Policy Review

This policy will be reviewed each year and as a standing item, include details of the date it was reviewed and any changes.

- November 2022 - initial creation
- May 2023- Updated to align to 2023-2024 Smart & Skilled Funding Requirements

#### Policy Additions or Amendments

Separate to the mandated annual review, the policy may be varied at any time due to legislative changes or to fall in line with widely accepted best practices in the workplace. In the event of any changes, the policy will be updated, and relevant stakeholders advised.

<NAME> (Position)