



Complaints & Appeals Policy

Purpose

The purpose of this policy and procedure is to outline the determination for proceeding with an appeal or complaint. It provides a transparent approach for all complaints and appeals to be addressed in a fair, efficient and confidential manner.

This policy and procedure ensure compliance with Standard 6 of ASQA Standards.

Definitions

Appeal means a request for a decision made by Under the Hammer to be reviewed.

Complaint A formal complaint means if a grievance cannot be resolved and a person's formal expression of dissatisfaction with any product or service provided by Under the Hammer.

Services means training, assessment, related educational and support services related to the students.

Complainant: students or potential students lodging the grievance or complaint.

Standards means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from www.asqa.gov.au.

Policy

1. Nature of complaints and appeals:
 - Under The Hammer responds to all allegations involving the conduct of:
 - The RTO, it's trainers and assessors and other staff
 - Any student or client of Under The Hammer
 - Complaints may be made in relation to any of Under The Hammer services and activities such as:
 - The application and enrolment process
 - Marketing information
 - The quality of training and assessment provided
 - Training and assessment matters, including student progress, student support and assessment requirements
 - The way someone has been treated
 - The actions of another student



- An appeal is a request for a decision made by Under The Hammer to be reviewed. Decisions may have been about:
 - Course admissions
 - Refund assessments
 - Response to a complaint
 - Assessment outcomes / results
 - Other general decisions made by Under The Hammer

2. Resolving Grievances:

- Under the Hammer is committed to resolve all complaints and appeals in a fair, effective, transparent and efficient manner developing a fair complaints and appeals process. Through this policy and procedure, Under the Hammer ensures that complaints and appeals:
 - Are responded to in a consistent and transparent manner.
 - Are responded to promptly, objectively, with sensitivity and confidentiality.
 - Are able to be made at no cost to the individual.
 - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

3. Complaint Procedure:

- A student wishing to submit a formal complaint and appeal can do this by completing the "Complaints and Appeals Form", the initial complaint should be directed via email to the appropriate course trainer or to the administration email: enquiries@underthehammer.net.au
- All complaints received will be recorded in the complaints register and will be dealt with immediately.
- If the complaint cannot be resolved at this level, it will be escalated to the weekly review meeting, which this meeting provides a forum for trainers, assessors, support staff and management to discuss the complaint and develop an action plan.
 - Action plans will involve investigation of the details of the complaint, communication with the complainant.
 - Open complaints will continue to be reviewed at the weekly review meeting until the complaint is resolved.
 - A member of staff will be allocated to communicate with the student to update and advise them on the progress of their complaint.



- If the person making the complaint feels they have not been treated fairly or the result is unreasonable, they are advised to seek a review from an independent organisation. They will be directed to the National Complaints Hotline – 133 873 or <https://www.education.gov.au/NTCH>

4. Complaint outcome – successful:

- Should the decision be in favour of the student; that decision shall be implemented immediately. Any corrective action required by the decision must be done immediately. All decisions/ actions will be recorded, and the student will be notified in writing.

5. Appeal:

- Appeals can be made against an assessment decision or any other decision affecting their academic progress if:
 - The assessment tool was not clear
 - The assessor did not fairly and appropriately apply the assessment criteria as specified in the assessment tool
 - The assessor did not conduct the assessment tasks as described in the assessment tool
 - The assessor has enforced a disciplinary action for student conduct contrary to Under The Hammer's Student Policies and Procedures.

6. Appeal outcomes:

Investigation into an appeal may result in one of the following outcomes:

- Appeal is upheld and the following options will be available:
 - The assessment will be reassessed by another assessor
 - A new assessment shall be conducted
- Appeal is rejected and the student will be required to:
 - Undertake further training prior to further assessment
 - Resubmit further evidence
 - Undertake a new assessment



7. Actioning outcomes:

- The complaint or appeal is upheld, Under The Hammer will implement the required corrective action within 20 days and advise the student in writing of the outcome.
- The CEO will be informed of all student complaints/appeals, CEO may delegate responsibility for the resolution of the complaint/appeal as required.
- Complaints or appeals will be resolved within 10 working days of the initial application. In all cases, the final conclusion will be endorsed by the CEO and the student will be advised in writing
- If the student is still not satisfied with the decision, they may seek outside assistance

8. Independent parties:

- Under the Hammer acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant.
- Under the Hammer may also appoint the independent party to be involved in the resolution of a complaint or appeal where it is deemed necessary.
- Under the Hammer will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
- The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

9. Publication:

- The policy and procedure will be published in the Student Handbook and on Under The Hammer's website in accordance with it's Marketing and Advertising Policy and Procedure, and ensure it is publicly available.