

RTO 1.13 Managing Complaints and Appeals

1. Policy Purpose

Feedback, complaints, and appeals are important components of service monitoring, and continuous quality improvement. The Institute welcomes information in this form and is committed to listening, learning, and working with students to achieve best practice teaching and assessing.

This policy outlines how complaints made about the Institute, its employees, students and other third parties will be dealt with. It also establishes a procedure for managing requests for a review of formal decisions made by the Institute or a third-party providing services on our behalf (including assessment decisions).

2. Policy Statement

The Institute will implement a fair, equitable, transparent, and timely process for responding to complaints, resolving grievances and reviewing both academic and non-academic assessment decisions.

3. Scope

This Policy applies to:

- 3.1 past and present students, prospective students, and graduates at the institute (a learner of the RTO).
- 3.2 the Institute, its trainers, assessors, and other staff
- 3.3 a third-party providing services on the Institute's behalf, its trainers, assessors, and other staff.

4. Definitions

- 4.1 **The Institute** – Relationships Australia South Australia Limited trading as The Australian Institute of Social Relations.
- 4.2 **RTO** - Registered Training Organization
- 4.3 **MET** – Manager, Education and Training

5. Procedures

- 5.1. A complaint can be lodged in any of the following ways:
 - by approaching the Manager, Education and Training
 - via email to: admin@aisr.edu.au
 - in writing, addressed to the attention of the Manager, Education and Training of the Australian Institute of Social Relations, and delivered either personally or by mail to the Institute at 49a Ormond Street Hindmarsh South Australia 5007
- 5.2. All complaints received will be acknowledged in writing within 48 hours of their receipt.
- 5.3. The Institute will inform complainants that when a complaint is lodged it will take no longer than 30 calendar days to finalise.
- 5.4. If the Institute considers a complaint will take more than 60 days to finalise, it will write to the people involved explaining why more than 60 days are required. In all such cases the institute will regularly update the complainant on the progress of the matter.
- 5.5. The Institute will ensure that the person or person(s) who investigate any complaint received will be independent, and that staff of the Institute who are implicated in the complaint will not be involved in formulating a resolution.
- 5.6. The Institute will make every attempt to ensure that any person about whom allegations are made as part of a complaint AND the person making the complaint will have an opportunity to tell their side of the story as part of the investigation process.
- 5.7. All formal complaints (those received in writing) will be the subject of a written outcome at the conclusion of the investigation process. This written outcome will be provided to the complainant.
- 5.8. The Institute will also inform the complainant that they have the right to seek a review of the decision if they are not satisfied with it. Any such review will be conducted by a third party who is independent of the Institute. The Institute will refer the matter to the Skills Commission of South Australia to act as the independent third party for this purpose.

5.9. ASSESSMENT DISPUTES

- 5.9.1. Persons who wish to dispute assessment results or who have a complaint about the assessment process or program are encouraged to raise their concerns with the assessor or course coordinator in the first instance.
- 5.9.2. Should this informal approach not resolve the person's concerns, the person may wish to lodge a formal request for a review of a decision.
- 5.9.3. A request for review of an assessment decision must be lodged within 30 days of the date of the original assessment decision.
- 5.9.4. All such requests must be made in writing, addressed to the attention of the Manager, Education and Training
- 5.9.5. The assessor and the learner (if applicable) will be interviewed separately to find out whether there is any relevant information not contained in the learner's file.

- 5.9.6. Any cost associated with either a formal, or informal review, conducted by the Institute or externally will not be passed on to the student. The student may be accompanied or assisted by another person throughout the process however they will be liable for any costs incurred in relation to their chosen support person
- 5.9.7. Should there be an external review, the outcome of the external review is final.
- 5.9.8. Finalised complaints and appeals will be presented as reports at the next Institute management meeting. Each such report will identify the potential causes of each complaint/appeal and recommend appropriate corrective action (if required) to eliminate or mitigate the likelihood of reoccurrence.

6. Roles and Responsibilities

6.1. THE MANAGER OF EDUCATION AND TRAINING IS RESPONSIBLE:

- 6.1.1. to receive all complaints and acknowledge them within the given time frames.

6.2. THE INSTITUTE IS RESPONSIBLE:

- 6.2.1. to inform the complainant should the decision be delayed and regularly update the complainant on the progress of the matter.
- 6.2.2. to submit a written outcome to the complainant.
- 6.2.3. to inform the complainant that they have the right to seek a review of the decision if they are not satisfied with it.
- 6.2.4. to refer the matter to the Skills Commission of South Australia to act as the independent third party, if the complainant is not satisfied with the internal decision.
- 6.2.5. to securely maintain records of all complaints and appeals and their outcomes in a register of complaints.
- 6.2.6. to make this policy available on the Institute's website and also within the Institute's Student Handbook.
- 6.2.7. to ensure this policy is made available to all prospective learners of the Institute who receive training and/or assessment services from a third party with whom the Institute has an agreement.
- 6.2.8. to manage all requests for a review of a decision, including assessment of a decision made by the Institute or a third-party providing services on the Institute's behalf in accordance with this policy.