

# Complaints & Appeals

You may find a time when you don't agree with an assessment decision, the way training has been conducted or any aspect of our business.

You may wish to lodge a complaint or appeal a decision and that's **OK!** We are here to help **support** you through this process.

We take the stance that complaints and appeals gives us the **opportunity** to enhance and **improve** the quality of our services. Therefore we welcome and **encourage** feedback from our students, employers, members' of the community, stakeholders, contractors and our staff.



## What is our commitment to you?

- > We will treat your complaint or appeal in a fair, constructive and timely manner
- > We will handle your complaint or appeal professionally and confidentially
- > We will attempt to satisfies all parties with a resolution to a complaint or appeal

## What is a complaint?

A complaint is an expression of dissatisfaction with an action, product or service provided by our RTO. Complaints may be received from students, employers, members' of the community, stakeholders, contractors or our staff.

## What is an appeal?

An appeal is where a student, employer, member of the community, stakeholder, contractor or a staff member may dispute a decision made by our RTO. The decision in question may be an assessment decision or may be about any other aspect relating to our operations.

## How do I lodge a complaint?

### Step 1 – Let's Talk

If you have any concerns or are dissatisfied with us in anyway, please talk directly to your Trainer or any staff member from our team.

In the event you would like to speak with someone other than your Trainer, please call our office and speak with the **Brand Ambassador**. Our Brand Ambassador would love the opportunity to resolve any issues you may have.

**Phone: (03) 8341 3000**

If you would like to make a formal complaint, please proceed to **Step 2**



### Step 2 – Lodging a Formal Complaint

To make a formal complaint in writing either complete, the Complaints and Appeals Submission Form attached or send us a letter attention to our Brand Ambassador.

- > **Via email:** [info@arrowtrainingservices.com.au](mailto:info@arrowtrainingservices.com.au)  
[info@agedcaretrainingservices.com.au](mailto:info@agedcaretrainingservices.com.au)
- > **Via post:** 184 Rathdowne Street, Carlton VIC 3053

The below details should be included with your submission:

- > Your full name, address and contact details; including mobile and email
- > What course you are enrolled in and the course location
- > Details of the complaint; what are the circumstances surrounding the issue
- > Person or persons involved; witnesses that could support your case



### Step 3 – Formal Complaint Received

Our Brand Ambassador will record your complaint on the Complaints and Appeals Register upon receipt. A **Complaints Acknowledgement** letter will be sent within 7 days to advise you of our receipt of the complaint.



#### **Step 4 – Investigating the Complaint**

Our Brand Ambassador will investigate the complaint, examine evidence received and schedule meetings with required parties where necessary. We strive to resolve all complaints **within 21 days** of receipt.

If a meeting with the complainant is required, we will ensure the below:

- > Will be offered to bring a support person
- > Minutes of the meeting will be documented
- > Where the complainant is unavailable to attend a meeting, we will conduct a phone conference
- > Where the complainant declines to attend a meeting, a formal response will be decided in their absence

Complainants have the right to access advice and support from independent external agencies / persons at any point of the complaints process.



#### **Step 5 – Formal Complaint Outcome**

Once a decision has been reached, our Brand Ambassador will inform all parties of any decisions or outcomes that are concluded **within 7 days** of the final decision.

This will be in writing via the **Complaints Outcome** letter. Within the notification letter the complainant will be advised:

- > The reason for the outcome decision
- > The right to appeal the outcome



#### **Step 6 – Closing the Complaint**

The Brand Ambassador will update and close the complaint in the **Complaints and Appeals Register**. All correspondence and evidence obtained will be securely filed into the individual complaint folder.

The following documents should be included:

- > Copy of the Complaint Submission Form or written application
- > Copy of the Complaints Acknowledgement letter
- > All evidence and correspondence
- > Meeting minutes
- > Copy of the Complaints Outcome Letter

## How do I lodge an appeal?

### Step 1 – Lodging an Appeal

To make a formal appeal either complete, the Complaints and Appeals Submission Form attached or send us a letter, attention to our Brand Ambassador.

- > **Via email:** [info@arrowtrainingservices.com.au](mailto:info@arrowtrainingservices.com.au)  
[info@agedcaretrainingservices.com.au](mailto:info@agedcaretrainingservices.com.au)
- > **Via post:** 184 Rathdowne Street, Carlton VIC 3053

The below details should be included with your submission:

- > Your full name, address and contact details; including mobile and email
- > What course you are enrolled in and the course location
- > Details of the complaint; what are the circumstances surrounding the issue
- > Person or persons involved; witnesses that could support your case



### Step 2 – Formal Appeal Received

Our Brand Ambassador will record your appeal on the Complaints and Appeals Register upon receipt. An **Appeals Acknowledgement** letter will be sent within 7 days to advise you of our receipt of the appeal.



### Step 3 – Investigation the Appeal

Our Brand Ambassador will identify the nature of the appeal and select the appropriate course of action from below. We strive to resolve all appeals **within 21 days** of receipt.

**If an appeal is in respect to an assessment**, an independent third party assessor will conduct a reassessment. The appellant will be given the opportunity to formally present his/her case.

**If the appeal is in respect to disputing a complaint outcome** other than an assessment, then the appeal will be scheduled to be heard by an independent person or panel – providing the appellant with the opportunity to formally present his/her case.

If a meeting with the appellant is required, we will ensure the below:

- > Will be offered the opportunity to bring a support person
- > Minutes of the meeting will be documented
- > Where the appellant is unavailable to attend a meeting, we will conduct a phone conference
- > Where the appellant declines to attend a meeting, a formal response will be decided in their absence



#### Step 4 – Formal Appeal Outcome

Once a decision has been reached, our Brand Ambassador will inform all parties of any decisions or outcomes that are concluded **within 7 days** of the final decision. This will be provided in writing via the **Appeals Outcome** letter.

Where an appeal is found to be sustained, we will take whatever action is needed to ensure that the issues regarding the complaint/appeal are addressed so that it does not reoccur – part of the **continuous improvement** process. Such action may include counselling of employees or contractors, where necessary.



#### Step 5 – Closing the Appeal

The Brand Ambassador will update and close the appeal in the **Complaints and Appeals Register**. All correspondence and evidence obtained will be securely filed into the individual appeal folder.

The following documents should be included:

- > Copy of the Appeal Form or written application
- > Copy of the Appeals Acknowledgement letter
- > All evidence and correspondence
- > Meeting minutes
- > Copy of the Appeals Outcome Letter



