

## Policy

AMA RTO acknowledges the customers' right to lodge a complaint and appeal when they are dissatisfied with academic or non-academic issues.

AMA RTO recognises the need for customers to have confidence that AMA RTO will deal with all complaints and appeals in a fair and equitable manner based on procedures that are appropriate, accessible and easily understood.

## Purpose

The purpose of this policy and procedure is to define the system for dealing with Non-Academic and Academic complaints and appeals

## Scope

This procedure applies to complaints and appeals from customers. The complaint and appeal may be against another customer/s, AMA RTO staff member/s and or RTO staff member/s regarding academic or non-academic issues.

The following issues are not considered complaints within the scope of this policy:

- Maintenance issues (such as broken furniture or equipment). *These should be referred to Workplace Health and Safety Policy and Procedure.*
- Accidents and incidents (such as tripping, slipping, burning).

AMA RTO will deal with all complaints and appeals according to the following principles:

- Complaints and appeals will be resolved informally where possible
- Complaints and appeals will be resolved as close as possible to the source of dissatisfaction
- Complaints and appeals procedures will be widely advertised
- Any person with any allegation against them will have the opportunity to respond to the allegation before a resolution is attempted
- Proceedings should be conducted honestly, promptly and without bias
- Issues that are of a criminal or legal nature may be referred to the police or appropriate authority

## Responsibility

The Training Manager will have overall responsibility for:

- Monitoring all complaints and appeals processes
- Reporting to third parties on outcomes of complaints & appeals

This policy and procedure should be communicated to all staff and customers upon induction employment or commencement of service.

## Procedure

### Academic and Non-Academic Complaints

AMA RTO believes that it is advantageous for complaints to be resolved wherever possible and appropriate with a minimum of formal procedures.

Customers who feel they have a complaint should complete the Complaints and Appeals Form citing the exact reason for the complaint, making a note of instances why, who, how and when they occurred.

The process commences within 10 working days of the formal lodgement of the complaint and supporting information and all reasonable measures are taken to finalise the process as soon as practicable.

The following complaints procedure will be used in dealing with complaints made by all students:

- (a) Student to submit a complaint using the appropriate AMA RTO complaint form available on [www.amarto.com.au](http://www.amarto.com.au)
- (b) The complaint form is received by AMA RTO
- (c) Complaints from customers will be directed/ lodged with the Training Manager and will be entered into the complaint register. A Complaint Acknowledgement Letter will be prepared and sent out by the Training Manager.
- (d) The relevant Manager will investigate the complaint and will communicate directly with the customer
- (e) If no face to face meeting is required and a resolution is agreed between the parties, a formal response will be sent to the customer.
- (f) In case a face to face meeting is necessary, the customer may opt for being accompanied by a witness
- (g) If the customer declines or fails to attend the scheduled meeting, a formal response will be decided in the customer's absence.
- (h) If the matter is not resolved at such a meeting, the parties shall arrange for further discussion between the customer and their nominated representative, if any, and more senior levels of management (Chief Executive Officer).
- (i) The customer will be advised in writing of the outcome of their complaint including the reasons for such outcome.
- (j) If the customer is not satisfied with the outcome, the students can access AMA RTO's appeal process within 20 working days of the date of the complaint outcome in writing.
- (k) If the internal complaints process results in a decision that supports the student, AMA RTO will immediately implement the decision and/or corrective action and advise the student of the outcome.

## Appeals process

### *Grounds for Appeal*

An application for appeal will be considered where:

- A customer claims a disadvantage because the nature of the complaint process is unfair
- A customer is of the view that a clerical error has occurred in the documenting of the assessment outcome

### **Step 1 – Internal Appeals**

- (a) Customers may access the internal appeals process and are required to lodge their appeal and reasons by submitting an Appeal Form to the Chief Executive Officer within 20 working days of the date of the complaint outcome.
- (b) There is no cost to the customer for lodgement of internal Appeal.
- (c) Appeals will be logged in the Appeals register and an Appeals Acknowledgement Letter will be prepared and sent out by the CEO.
- (d) When the internal appeal process has been instigated, it will commence within 10 working days of the formal lodgement of the appeal. The relevant Manager will contact the student and allow for him/her to formally present their case (if not already done so), review the information and all reasonable measures will be taken to finalise the process as soon as practicable.
- (e) After consideration of the documentation received with an Appeal, the grounds will be assessed and the student will be notified in writing of the outcome.
- (f) If the appeal remains unresolved, the student can access an external appeals process at minimal cost. The student is also entitled to nominate a person of their choice to support them.
- (g) If the internal appeals process results in a decision that supports the student, AMA RTO will immediately implement the decision and/or corrective action and advise the student of the outcome.

### **Step 2 – External Appeals**

- (a) If the student is not satisfied with the result or conduct of the internal complaint handling and appeals process, AMA RTO will advise the customer of his or her right to access the external appeals process. All external appeals should be lodged in writing within 20 working days of the date of the Internal Appeal Outcome Letter.

This document in no way replaces or modifies procedures or responsibilities that arise under other policies or under statute or any other law.

This policy and procedure does not limit the rights of individuals to take action under I Consumer Protection Laws. Also, this policy and procedure does not circumscribe an individual's rights to pursue other legal remedies.

Students have the right to contact the National Training Complaints Hotline on 133873 to discuss any issues.

## Definitions

**Complaint** is a statement that something is unsatisfactory or unacceptable

**Appeal** is a process for requesting a formal change to an official decision

**Academic** is a matter relating to an educational or scholarly institution or environment.

**Non-academic** is an issues other than academic related.

## Supporting Documents

- Complaints Form
- Appeal Form
- Complaints Register
- Appeals Register
- Complaints and Appeals Tracking Form
- Complaint and Appeals Acknowledgement Letter
- Complaint and Appeals Outcome Letter – Successful
- Complaint and Appeals Outcome Letter – Unsuccessful

## Document History

Revision	Date	Description of modifications
1.0	January 2016	Original

## Document Details

Document Name: Complaints and Appeals Policy & Procedure  
 Department: Governance  
 Approved: CEO  
 Review Date: January 2016  
 Policy Drivers:  
 Circulation: To be published on the AMA RTO website and in the policy and procedure manual