



**PP02 Complaints & Appeals
Policy and Procedure**

Purpose

The purpose of this policy is to ensure that complaints and appeals are recorded, acknowledged, and dealt with fairly, efficiently and effectively (*as per Standard 6 of the Standards for RTO's 2015*).

Definitions:

Complaint: statement by a person expressing disagreement or dissatisfaction with Competitive Solutions Australia Pty Ltd. or any of its employees and/or contractors.

Appeal: formal statement by a person expressing disagreement or dissatisfaction with Competitive Solutions Australia Pty Ltd. academic services; a request for a formal change to an official decision.

ASQA Standards

This policy relates to the ASQA standards as follows:

- Clause 6.1 in relation to managing and responding to complaints
- Clause 6.2 in relation to managing and responding to appeals
- Clause 6.3 in relation to the RTO's complaints and appeals policy and procedure
- Clause 6.4 in relation to timeframe of 60 days to respond to a complaint or appeal
- Clause 6.5 in relation to recording complaints and appeals
- Clause 6.6 in relation to ensuring the policy and procedure covers the services provided by the RTO.

Aim

This policy ensure that Competitive Solutions Australia Pty Ltd. will:

- Provide easy access to the complaints and appeals processes for students and clients
- Resolve complaints and appeals in a timely manner using fair processes that do not disadvantage those making the complaint or appeal
- Treat all complaints and appeals seriously
- Investigate all complaints and appeals thoroughly and in line with organisational processes
- Clearly communicate with complainants and appellants about the status of an investigation
- Inform complainants and appellants promptly and timely of decisions and reasons for decisions
- Engage external support if complaints or appeals cannot be resolved internally (Students who are not satisfied with the outcome of a complaint or appeal may choose to escalate the complaint to an external organisation. These complaints will then be at the student's expense.
- Keep information received, collected, and communicated secured as per requirements of Competitive Solutions Australia Pty Ltd. Privacy Policy and the Australian Privacy Principles contained in the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Responsibility

CEO

Policy

Complaints and Appeals

Competitive Solutions Australia Pty Ltd. responds to all allegations involving:

- The RTO, its trainers and assessors and staff.
- Any third-party providing Services on behalf of Competitive Solutions Australia Pty Ltd.
- Any student or client of Competitive Solutions Australia Pty Ltd.

Complaints may be made in relation to any of Competitive Solutions Australia Pty Ltd.'s services such as:

- marketing information
- the application and enrolment process
- the delivery of training
- training and assessment resources
- assessment methods and outcomes
- student progress and student support
- issue of results, certificates, statement of attainment
- bullying, harassment, discrimination, or inappropriate behaviour

An **appeal** is a request for a decision made by Competitive Solutions Australia Pty Ltd. to be reviewed. Decisions may have been about:

- course admissions
- refund applications
- response to a complaint
- assessment outcomes/results
- other general decisions made by Competitive Solutions Australia Pty Ltd.

Submitting a Complaint or Appeal

Complaints should be made in writing within sixty (60) calendar days of the incident occurring, and appeals must be made in writing within thirty (30) calendar days of the original decision being made. Complaints and appeals form on our website <https://csolutions.edu.au> under the "Student Information" tab or by contacting Competitive Solutions at contact@csolutions.edu.au

Complaints and appeals must be made in writing using the SD01 Complaints and Appeals Form and sent to Competitive Solutions Australia Pty Ltd.'s head office at:

Competitive Solutions Australia Pty Ltd.

Attention: Melinda Deith (Operations Manager)

Unit 2, 476 Canterbury Road

Forest Hill VIC 3131

contact@csolutions.edu.au

When making a complaint or appeal, provide as much information as possible to enable Competitive Solutions Australia Pty Ltd. to investigate and determine an appropriate solution. This should include:

- The issue you are complaining about or the decision you are appealing.
- Describe what happened and how it affected you.
- Any evidence you have to support your complaint or appeal.
- Details about the steps you have already taken to resolve the issue; and
- Suggestions about how the matter might be resolved.

Your complaint or appeal will be acknowledged in writing via email or post within seven (7) days of the receipt of the complaint or appeal.

Complaint and Appeal Resolution

Competitive Solutions Australia Pty Ltd. is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice.

Competitive Solutions Australia Pty Ltd. ensures that complaints and appeals:

- Are responded to in a consistent and transparent manner.
- Are responded to promptly, objectively, with sensitivity and confidentiality.
- Can be made at no cost to the individual; and
- 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.

Competitive Solutions Australia Pty Ltd. will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.

Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not restrict an individual's rights to pursue other legal remedies.

Where a student chooses to access this policy and procedure, Competitive Solutions Australia Pty Ltd. will maintain the student's enrolment while the complaints/appeals handling process is ongoing.

Complaints and Appeals Resolution Procedure

Some or all members of the management team of Competitive Solutions Australia Pty Ltd. will be involved in resolving complaints and appeals as outlined in the procedures.

Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.

Where a third-party delivering services on behalf of the RTO is involved, they will be included in the process of resolving the complaint or appeal.

In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task.

Timeframes

Complaints and appeals will be finalised as soon as practicable or at least within thirty (30) calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

Recording Complaints and Appeals

Competitive Solutions Australia Pty Ltd. will maintain the SD31 Complaints and Appeals Register to record all information relating to a complaint or appeal including outcomes. The Complaints and Appeals Register will be kept in accordance with Privacy Policy and Procedures.

Independent Parties

Where a complaint or appeal cannot be resolved internally, Competitive Solutions Australia Pty Ltd. will engage an appropriate external and independent agent to mediate between the parties, whose details are listed below.

Disputes Settlement Centre
A Division of the Department of Justice
4 / 456 Lonsdale St, Melbourne, Victoria, 3000
Phone: 1300 372 888
Fax: 8684 1311
Email: dscv@justice.vic.gov.au

External Complaint Avenues

Complaints can also be made externally using the following avenues:

Name: **National Training Complaints Hotline**
Phone: 13 38 73
Email: NTCH@dese.gov.au

For more information about the National Training Complaints Hotline, refer to the following website:

<https://www.education.gov.au/NTCH>

Name: **ASQA**

ASQA can investigate complains relating to:

- The quality of our training and assessment services
- Our marketing and advertising practices

Before making a complaint, please refer to the following website:

<https://www.asqa.gov.au/complaints/make-complaint-domestic-students/before-you-make-complaint>

Name: **Consumer Affairs Victoria**

Phone: 1300 558 181

Web: www.consumer.vic.gov.au

Complaints and Appeals Procedure

Standard 6 of the Standards for RTO's 2015

PROCEDURE	RESPONSIBILITY
Complaints and Appeals	
<ul style="list-style-type: none"> ▪ All complaints are to be made in writing to the Operations Manager, Competitive Solutions Australia Pty Ltd . All the appeals are to be made in writing to the CEO., Competitive Solutions Australia Pty Ltd. ▪ Complaints must be submitted within 60 days of the incident. ▪ Appeals must be submitted within 30 days of the original assessment decision. ▪ The Operations Manager will review all complaints and the CEO will review all the appeals upon receipt. ▪ Receipt of all complaints and appeals will be acknowledged in writing to the complainant. ▪ All complaints and appeals will be recorded on the SD31 Complaints and Appeals Register. 	Operations Manager / CEO
Complaints and Appeals Investigation	
<ul style="list-style-type: none"> ▪ Upon receipt of a complaint or appeal, a review will be conducted of all information submitted and complete as per SD01 Complaints and Appeals Form. If any details are incomplete, this must be followed up with the complainant before proceeding. ▪ Once an initial review of information has been conducted, further details may be requested by the Operations Manager from any of the parties involved in the complaint or appeal. ▪ The Operation Manager / CEO will review the information and decide on an appropriate response. 	Operations Manager /CEO
Complaints and Appeals Resolution	
<ul style="list-style-type: none"> ▪ All complaints and appeals will be resolved within 30 calendar days of the receipt of the complaint or appeal. ▪ Where a resolution cannot be reached within 30 calendar days, the complainant will be notified in writing along with an explanation for the extended timeframe. ▪ Where the resolution cannot be reached within 60 days, the complainant will be contacted again in writing with an explanation for the extended timeframe. If it is longer than 60 days, it is expected that the complainant had received regular updates on progress of the matter. ▪ A request can be made for an independent party (mediator) to be involved in the process. Where this is requested, the applicant will bear the costs associated. Additionally, if Competitive Solutions Australia Pty Ltd. Decide to call upon an independent mediator to assist to resolve the issue where a decision cannot be reached internally, this will be at the cost of the RTO. 	Operations Manager / CEO

PP02 Complaints & Appeals Policy and Procedure

PROCEDURE	RESPONSIBILITY
<ul style="list-style-type: none"> ▪ The resolution/outcome of each complaint or appeal will be provided to the complainant in writing and include: <ul style="list-style-type: none"> - A summary of the complaint or appeal - The process of investigation undertaken - Details of the resolution/decision with an explanation of how the resolution/decision has been made. - An outline of any suggestions for improvement that have been identified as a result of the complaint or appeal. - Advice about the process for complainants if dissatisfied with the outcome. 	
Recording Complaints and Appeal	
<ul style="list-style-type: none"> ▪ All complaints and appeals will be recorded on SD31 Complaints and Appeals Register upon receipt. ▪ Once each complaint or appeal has been resolved, the outcome of the complaint or appeal will also be recorded on SD31 Complaints and Appeals Register. ▪ Any suggestions for improvement that have been identified as part of the investigation will be added to the SD17 Continuous Improvement Register. ▪ All documentation relating to each complaint or appeal will kept on file. 	Operations Manager
External Complaint Avenues	
<ul style="list-style-type: none"> ▪ If a complainant is not satisfied with the outcome of a complaint or appeal, they can engage an appropriate external and independent agent. ▪ Competitive Solutions Australia Pty Ltd. will support the process of an external party being engaged to review and investigate a complaint or appeal. ▪ There might be a cost associated to engage external parties. Any costs associated with independent parties to review a matter must be covered by the complainant. Appellant unless the decision to include an independent party was made by Competitive Solutions Australia Pty Ltd. 	Operations Manager / CEO

Related Documentation

[SD01 Complaints and Appeals Form](#)

[SD17 Continuous Improvement Register](#)

[SD31 Complaints and Appeals Register](#)

[SD22 Student Handbook](#)