

## COMPLAINTS, GRIEVANCES AND APPEALS POLICY

Rexcel Training is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations 2015. As such, Rexcel Training is required to have a policy and processes in place to manage and respond to allegations involving the conduct of staff, students and third party training and assessment providers.

This policy is based on providing and maintaining training and assessment services that are fair and reasonable and afford a forum where issues or inadequacies can be raised and resolved. This process provides opportunity for complaints to be recorded, acknowledged and dealt with in a fair, efficient and effective manner and ensures all parties involved are kept informed of the resulting actions and outcomes.

### Policy Statement

- Rexcel Training acknowledges the clients' right to lodge a complaint when they are dissatisfied with the training and /or assessment services and experiences that they have been provided by Rexcel Training.
- Rexcel Training will ensure that clients have access to a fair and equitable process for expressing complaints, and that Rexcel Training will manage the complaint with fairness and equity.
- In doing so, Rexcel Training:-
  - Has written procedures in place for collecting and managing complaints in a constructive and timely manner.
  - Ensures that these procedures are communicated and accessible to all staff, third party partners and learners.
  - Ensures that all necessary documentation and resources are in place to enable clients to submit a complaint.
  - Ensures that each complaint and its outcome are recorded in writing.
  - Ensures that customer complaints and their outcomes are fed into continuous improvement initiatives.

### Policy Principles

In managing complaints, Rexcel Training will ensure that:-

- The principles of natural justice and procedural fairness are adopted at every stage of the complaint process.
- The complaints policy is publicly available, the Complaints Policy is to be clearly displayed throughout the organisation and contained within the Staff Induction Process, Student Handbook and Rexcel Training website.
- There is a procedure for making a complaint.
- Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- Complaints will be resolved on an individual case basis, as they arise.
- All clients have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third party) or the behavioural conduct of another learner.
- All complaints are acknowledged in writing and finalised as soon as practicable.
- The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.

- The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- Final decisions will be made by the CEO and RTO Manager of Rexcel Training or an independent party to the complaint. The CEO or RTO Manager may delegate responsibility for the resolution of the complaint if necessary.
- The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint, the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third party review will be advised to the complainant.
- If the complaint will take in excess of 60 calendar days to finalise Rexcel Training will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.
- All complaints will be handled in confidence and will not affect or bias the progress of the learner in any current or future training.

### **Types of Complaints, Grievances and Appeals**

- Academic Complaints, Grievances and Appeals:
  - learners progress decisions
  - assessment matters
  - an academic decision of a member of academic staff that affects an individual or group of learners
  - content or structure of academic programs or nature of teaching
  - course progression
  - teaching quality
  - issues related to authorship or intellectual property
  - an academic misconduct matter, and
  - Awards in a course of study.
  - matters arising from administrative admissions, enrolment or timetabling processes
  - matters arising from a decision made by Rexcel Training concerning a non-academic misconduct matter
  - matters relating to the financial status of a learner
  - discrimination, harassment, bullying or intimidating behaviour towards an intending, current learner, staff member, educator or any other person associated with Rexcel Training, and/or
  - A complaint regarding personal information, Rexcel Training holds in relation to the or lack of access to facilities required for stu

## Definitions

*The following words and expressions have the following definitions, as specified in the Standards for Registered Training Organisations 2015.*

**Client** for the purpose of this policy the term client can be defined as any staff, contractor, volunteer, student or third party training provider or individual.

**Third party** means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.

**Record** means a written, printed, or electronic document providing evidence that activities have been performed

All documentation from complaints processes are maintained in accordance with Records Management Policy. (See Records Management Policy).

### Monitoring and Improvement

All complaints practices are monitored by the RTO Manager and will be discussed at Management Review Meetings with areas for improvement identified and acted upon.  
(See Continuous Improvement Policy).

### Resolution by an External Party

Should the matter remain unresolved, learners and employers do have a right to contact the Australian Skills Quality Authority (ASQA), [www.asqa.gov.au/complaints/making-a-complaint.html](http://www.asqa.gov.au/complaints/making-a-complaint.html), the Australian Council for Private Education and Training (ACPET), [www.acpet.edu.au](http://www.acpet.edu.au) or the Training Advocate.