

## 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, visitors 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 acknowledged, recorded (if required) and addressed in a fair, efficient and effective manner to ensure all parties are kept informed of the actions and work towards the best outcome.

### Policy Statement

Rexcel Training acknowledges the rights of staff, students, visitors and third-party providers to discuss a service issue, lodge a complaint, raise a grievance or apply for an appeal on a training and assessment decision.

Rexcel Training will ensure that staff, students, visitors and third-party providers have access to a fair and equitable process for expressing issues, complaints, grievances and appeals and that Rexcel Training will manage the situation with fairness and equity.

In doing so, Rexcel Training:

- Has policies in place for raising and reporting issues, complaints, grievances or appeals.
- Has procedures in place for collecting and managing complaints in an effective and timely manner.
- Ensures procedures are communicated and accessible to all parties.
- Ensures the resources and documentation are available to raise or submit a complaint.
- Ensures that formal complaints, grievances and appeals and the outcome are recorded in writing.
- Ensures formal complaints, grievances and appeals are recorded in continuous improvement registers, have actions and items are closed with an appropriate outcome.

In managing informal complaints, grievances and appeals, Rexcel Training staff will:

- Provide the time to listen and respond to the issue.
- Offer to address and rectify the issue within a timely manner.
- Offer to provide copies of the complaints policy and procedures.
- Check if the issue has been resolved or offer to involve management.
- Inquire if the complainant would like to record the issue in writing.

In managing formal complaints, grievances or appeals Rexcel Training staff will ensure that: -

- The principles of natural justice and procedural fairness are used in the complaint process.
- The complaints policy/ procedure is publicly available, the Complaints Policy and Procedure are to be clearly displayed throughout the organisation and contained within the Staff Induction Process, Student Handbook and Rexcel Training website.
- Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- 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.
- All formal 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 National RTO Manager or an independent party to the complainant. The CEO or National 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 more than 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 complainant in any current or future service.

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

Academic Complaints, Grievances and Appeals may be regarding (list is not exhaustive):

- Student progress decisions.
- Assessment matters.
- An academic decision by training staff that affects an individual or group of learners.
- Content or structure of academic programs or nature of training.
- Course progression.
- Training and delivery quality.
- Issues related to authorship or intellectual property.
- An academic misconduct matters.
- Awards/ results in a course of study.
- Matters arising from administrative admissions, enrolment or timetabling processes.
- Matters arising from a decision made by Rexcel Training with 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 Learners.

## Definitions

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

**Appeal** process to provide an avenue for students to challenge an assessment decision and to have it reviewed objectively.

**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.

**Formal complaint or grievance** student, staff, visitors or third party wants to escalate an issue and that issue is recorded in writing with a formal response and outcome.

**Grievance** student, staff, visitors or third party has a real or perceived cause for complaint, especially regarding unfair treatment.

**Informal complaint, feedback or grievance** is a complaint, feedback or grievance is of a less serious nature and Rexcel Staff can make the behaviour cease or improve the service. The parties are likely to have ongoing contact and the complainant wishes to pursue an informal resolution so that the working relationship can be sustained, and Rexcel Staff are able to address the situation for the student.

## Monitoring and Improvement

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

**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).

## Resolution by an External Party

Should the matter remain unresolved, Students 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.

**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.