



**Australian Institute
of Education and Training**

COMPLAINTS POLICY AND PROCEDURE

POLICY

The Australian Institute of Education and Training (AIET) RTO Number 121314 will address all Student Complaints in a constructive and timely manner, providing a fair and transparent means of making formal Complaints as an integral part of all Training and Assessment provided to Students.

This Policy is to provide clear and practical guidelines to ensure that Complaints lodged with Australian Institute of Education and Training can be resolved equitably and efficiently, and in accordance with the principles of natural justice. The Australian Institute of Education and Training also recognises that Student Complaints can also be anonymous.

This Policy will manage and respond to all Complaints submitted by Students undertaking training for all Qualifications on the Australian Institute of Education and Training's Scope of Registration, that impact on the organisation's management systems; quality of Training and Assessment; quality of client service; and compliance with the VET Quality Framework, inclusive of Complaints about:

- the RTO and its Trainers, Assessors and other staff;
- an RTO's third party/ies, its Trainers, Assessors and other staff;
- a Student of the RTO.

All disputes will be handled professionally in order to achieve a satisfactory resolution.

The Australian Institute of Education and Training acknowledges and respects the Privacy of Students and adheres to the Australian Privacy Principles (APPs) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012, which amends Privacy Act 1988. The APPs cover the collection, use, disclosure and storage of personal information.

Confidentiality will be maintained throughout the process of making and resolving Complaints. The Australian Institute of Education and Training seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

STANDARDS FOR RTO'S 2015 ADDRESSED BY THIS POLICY

STANDARD 6 - (CLAUSES 6.1 TO 6.5)

Complaints and Appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

- 6.1. The RTO has a Complaints Policy to manage and respond to allegations involving the conduct of:
 - a) the RTO, its Trainers, Assessors or other staff;
 - b) a third party providing services on the RTO's behalf, its Trainers, Assessors or other staff; or
 - c) a Learner of the RTO.
- 6.2. The RTO has an Appeals Policy to manage requests for a review of decisions, including assessment decisions, made by the RTO or a third party providing services on the RTO's behalf.
- 6.3. The RTO's Complaints Policy and Appeals Policy:
 - a) ensure the principles of natural justice and procedural fairness are adopted at every stage of the Complaint and Appeal process;
 - b) are publicly available;
 - c) set out the procedure for making a Complaint or requesting an Appeal;
 - d) ensure Complaints and requests for an Appeal are acknowledged in writing and finalised as soon as practicable; and
 - e) provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the Complaint or Appeal, if the processes fail to resolve the Complaint or Appeal.
- 6.4. Where the RTO considers more than 60 calendar days are required to process and finalise the Complaint or Appeal, the RTO:
 - a) informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
 - b) regularly updates the complainant or appellant on the progress of the matter.
- 6.5. The RTO:
 - a) securely maintains records of all Complaints and Appeals and their outcomes; and
 - b) identifies potential causes of Complaints and Appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

PROCEDURE

1. Introduction

1.1 All Complaints will follow the principles of natural justice and procedural fairness.

1.2 This Policy is publicly available on the Australian Institute of Education and Training's web site at www.aiet.edu.au.

2. Dealing with Complaints

2.1 All Complaints will be dealt with in a constructive and timely manner, adhering to the principles of privacy and confidentiality.

3. Nature of the Complaint and Initial Action Taken

3.1 Where a Student has a Complaint about the application and / or enrolment process, the Trainer, a third party such as another Trainer or Staff providing services on behalf of the Australian Institute of Education and Training, the Australian Institute of Education and Training, they should first approach the VET Coordinator at the School that there are enrolled or place of study.

3.2 Where a Student has a Complaint about the quality of training delivery, the Qualification content, the teaching and / or learning process, or the behaviour or conduct of other Students, they should first approach the Trainer delivering the Qualification.

3.3 If after approaching the VET Coordinator or the Trainer of the Qualification they are enrolled into, and the Complaint is resolved to the satisfaction of the Student, a record of the Complaint and the resolution of the matter will then be recorded on the **Complaints Form**.

3.4 A copy of the Complaints Forms can be found at the end of this Policy, and is publicly available on the available on the Australian Institute of Education and Training's web site at www.aiet.edu.au).

4. Follow Up Action

4.1 If the initial Complaint made to the Trainer has not been resolved to the satisfaction of the Student, the Student should fill in a Complaints Form and submit it to the VET Coordinator of the School that they are enrolled at.

4.2 If the initial Complaint or subsequent Complaints made to the VET Coordinator has not been resolved to the satisfaction of the Student, the Student should fill in a Complaints Form and Email it to the Director of the Australian Institute of Education and Training at info@aiet.edu.au.

4.3 Acknowledgement of a Complaint received by a Student will be Emailed to the Students' nominated Email address by the Director of the Australian Institute of Education and Training within 2 business days of receiving the Complaint.

4.4 All Complaints will be dealt with as soon as practical and the result of the Complaint will be communicated to the Student and the VET Coordinator of the School that the Student is enrolled at.

- 4.5 If the Director of the Australian Institute of Education and Training does not think that the Complaint can be resolved within 60 days, the Director will write to the Student and VET Coordinator to provide a reason as to why more than 60 days are required to resolve the Complaint, and the Director will regularly update the Student and VET Coordinator with progress made.
- 4.6 Once the Director has completed a review of the Complaint and has come to a decision regarding the resolution of the Complaint, recommendations for resolution of the Complaint and any further follow-up action which needs to be taken will be Emailed to the Student and VET Coordinator and or Trainer of the School that the student is enrolled into.
- 4.7 The Australian Institute of Education and Training will securely store and maintain all information relevant to the Complaint and its resolution.

5. Unresolved Complaints

- 5.1 Student's unsatisfied with the result or conduct of the Australian Institute of Education and Training's internal Complaints processes may access an external Appeal process which is independent, impartial and provided at no or minimal cost to the Student.
- 5.2 Students will be referred to:

5.2.1 Victorian Ombudsman

Phone: 0396136222

Web: www.ombudsman.vic.gov.au/Complaints/Make-a-Complaint

Address: Victorian Ombudsman, Level 1 North Tower, 459 Collins Street, Melbourne VIC 3000

5.2.2 Western Australian Ombudsman

Phone: 1800 117 000

Web: www.ombudsman.wa.gov.au

Address: 489/469 Wellington St, Perth WA 6000

5.2.3 South Australian Ombudsman

Phone: 08 8226 8699

Web: www.ombudsman.sa.gov.au

Address: 55 Currie St, Adelaide SA 5000

5.2.5 The National Training Complaints Hotline

Phone: 13 38 73 – Please select Option 4.

Web: <https://www.education.gov.au/NTCH> for more information.

5.2.6 A Mediation Adviser as approved by the Law Institute of Victoria

Web: <https://www.liv.asn.au/Mediators> for more information.

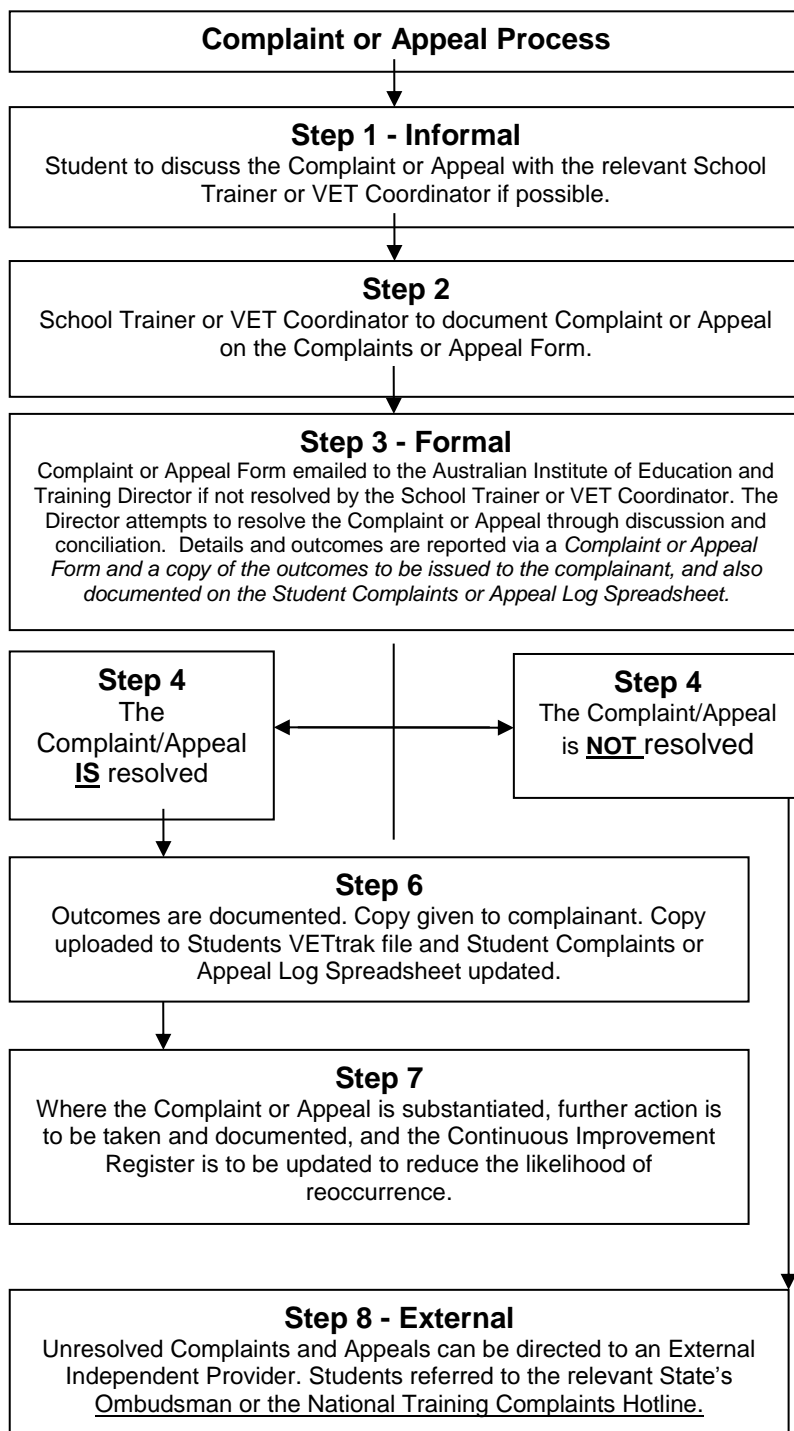
Note: The Australian Skills Quality Authority (ASQA) is not able to act as the Independent third party for reviewing Complaints/Appeals. ASQA will only consider a Complaint/Appeal which relates to a breach of Legislative or Regulatory Requirements.

This process does not remove a Student's right to take further action under Australia's Consumer Protection Laws.

6. Student Complaint Log Spreadsheet

6.1 The Student Complaint Log Spreadsheet is to be completed by the Director of the Australian Institute of Education and Training when a Complaint is received, and a resolution achieved and communicated to the Student and VET Coordinator and or Trainer of the School that the student is enrolled into.

7. Student Complaint or Appeal Flow Chart



Note: The Australian Skills Quality Authority (ASQA) is not able to act as the Independent third party for reviewing Complaints/Appeals. ASQA will only consider a Complaint/Appeal which relates to a breach of Legislative or Regulatory Requirements.

Student Complaint Form

Instructions to the Student:

- (1) Complete this Complaint Form and give it to your School VET Coordinator.
- (2) Clearly state what your Complaint is and provide any evidence that you have to support your claim.
- (3) All Complaints will be taken seriously and will be treating privately and confidentially.
- (4) If your Complaint is not resolved to your satisfaction, please Email this Student Complaint Form to info@aiet.edu.au, and the Director of the Australian Institute of Education and Training will respond to your Complaint.
- (5) You will be notified in writing of the outcome of your Complaint.

By filing in this Complaint Form you will be lodging a formal Complaint.

We thank you for taking the time to notify us of your concern. We value your feedback and hope to be able to resolve your Complaint as soon as possible.

Last Name:		First Name:	
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School:	
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Email Address:	
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Describe your Complaint:

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What action have you taken to try to resolve the Complaint?

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How would you like the Complaint resolved?

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I (the Student) declare that the information provided on this form is true and correct. I understand that consequences will occur if it is found that I have made a false Complaint.

Student Signature:	
Date:	
VET Coordinator Signature:	
Date:	

Student Complaint Response Form – AIET Response

<u>Instructions to the Director of the Australian Institute of Education and Training (RTO):</u>	
<ol style="list-style-type: none"> (1) If you receive a Complaint from a Student you must complete this Student Complaint Response Form, even if the Complaint has been resolved in the first instance. (2) Complete all sections of this Student Complaint Response Form. (3) Keep a log of all communications made with regards to the Complaint. (4) Outline the resolution of the Complaint. (5) Make sure both you and the Student signs and dates the Student Complaint Response Form. (6) Provide the Student with a copy of the signed and dated Student Complaint Response Form (7) Store the Form electronically on VETtrak under the Student name and complete the Student Complaint Log Spreadsheet. 	
Date of Complaint:	
Brief details of your understanding of the Complaint:	

Contact Log:			
Date	Type	Details	
	Choose an item.		
	Choose an item.		
Outcome: Choose an item.			
Details of Resolution:			
Follow Up Action (if any) to be taken:			
Director Signature:		Date:	
Student Signature:		Date:	