

SS - P4 COMPLAINTS AND APPEALS

ANMF (Vic Branch) Education Centre is committed to the delivery of high quality training and assessment including access to a fair and equitable complaints and appeals process. The development of this procedure and its implementation will ensure that ANMF (Vic Branch) Education Centre has an efficient and effective complaints and appeals management process that allows its students or stakeholders to express any concerns they may have related to the nationally recognised training and professional development programs offered by ANMF (Vic Branch) Education Centre.

In addition, this procedure outlines the process by which ANMF (Vic Branch) Education Centre will continuously improve the quality of services based on information gained from complaints and appeals made by clients and stakeholders. The complaints and appeals process is treated confidentially.

Complaints Process (As per the Australian Quality Training Framework - AQTF)

A process by which a student or stakeholder of an RTO, or other interested parties, may raise a concern about the RTO's policies, procedures, services or products with a view to having them changed and improved.

Appeals (As per the AQTF)

A process whereby a student or stakeholder of an RTO, or other interested party, may dispute a decision made by the RTO. The decision made by the RTO may be an assessment decision or may be about any other aspect of the RTO's operations.

Complaints Management (informal resolution)

1. All students and stakeholders are encouraged to resolve any complaints they have in an informal manner
2. In the event the student or stakeholder is unable to resolve their complaint through an informal approach, they have the option of lodging a formal complaint.

Complaints Management (formal resolution)

1. A student or stakeholder may choose to raise a concern formally in writing using the Complaints and Appeals form available on the ANMF (Vic Branch) website in the Education Centre section, in 'About Us'. Formal written complaints should be submitted to an appropriate staff member, such as the Education Centre Manager or a staff member not involved in the complaint. The complaint should contain the following details:
 - a. the reasons for the complaint
 - b. the background to the complaint (the who, what, when, where and how)
2. The Education Centre Manager having regard for the relevant circumstances will consider the formal complaint by:
 - a. reviewing the student's or stakeholder's complaint form;
 - b. check if appropriate RTO procedures have been correctly carried out
 - c. sourcing additional information from appropriate staff concerning the subject of the complaint
 - d. discussing the matter directly with the student or stakeholder
 - e. undertaking other investigation or action as appropriate
3. After consideration of all available evidence, the Education Centre Manager will:
 - a. provide feedback to the complainant and discuss a course of action for resolution
 - b. provide to the complainant:



- compensation as appropriate
 - assurance that relevant administrative systems or procedures be reviewed
 - appropriate preventative action to prevent future occurrences
 - other actions as appropriate
4. The student or stakeholder will be informed of the outcome within ten working days of lodging a complaint, or advised in writing of the delay, including reasons for the delay. The written outcome will include the reasons for the outcome and advise the student or stakeholder of their right of appeal.
 5. A student or stakeholder has the right of appeal on one or more of the following grounds:
 - a. an assessment decision
 - b. an investigation process did not take account of all matters related to a complaint
 - c. the student or stakeholder is able to provide new evidence which could not reasonably have been provided at the time of the formal complaint resolution process
 - d. a procedural irregularity has occurred in the hearing of a complaint during the formal resolution process
 6. An appeal must be lodged in writing to the Education Centre Manager or the Chief Executive Officer within ten working days of notice of the outcome of the formal complaints procedure or assessment decision.
 7. Upon receipt of the written appeal the Education Centre Manager or the Chief Executive Officer will:
 - a. consider the matter and complete the investigations within ten working days of notification of appeal
 - b. report the matter to the Chief Executive Officer and/or ANMF Assistant Secretary
 - c. in consultation with the Chief Executive Officer and/or ANMF Assistant Secretary will consider all evidence and on reaching a decision, notify the appellant in writing of the outcome (this will include the process, the reasons for the decision(s) and any specific action to be taken)
 8. The decision of the Chief Executive Officer or ANMF (Vic Branch) Assistant Secretary is the final step in the ANMF (Vic Branch) Education Centre's internal Complaints and Appeals Process.
- All students are encouraged to discuss their dissatisfaction of an assessment decision with their Program Educator and ask to have their assessment reviewed.
 - Any student dissatisfied with an assessment outcome, or the final result for a unit because they feel the result is unfair or incorrect, may submit a request to the Education Centre Manager for appeal.
 - After lodging a formal appeal, a review of the assessment outcome in question will be conducted by another Program Educator.
 - The student must lodge the appeal in writing using the Complaints and Appeals form. The student should explain the reasons for the appeal, and submit the form to the Education Centre Manager within ten working days of being notified of the assessment review outcome.
 - Where grounds for appeal exist, the Education Centre Manager will arrange for an external review to be undertaken with an independent third party such as ACPET (Australian Council for Private Education and Training). Any costs associated with the external review will be borne by the ANMF (Vic Branch) Education Centre.
 - The student will be notified in writing of the outcome of the external review. Regardless of the outcome of the external review the appellant is advised that the availability of complaints and

appeals processes does not remove their right to take action under Australian Consumer Protection laws.

At any time during the complaint and appeal process the complainant or appellant may seek the advice or mediatory services of an external independent body such as the Dispute Resolution Centre of Victoria, a free mediation service which may be accessed via telephone Toll Free 1800 658 528 or email dscv@justice.vic.gov.au or the Victorian Registration and Qualifications Authority via the website www.vrqa.vic.gov.au. Should the complainant or appellant choose to seek alternative advisory or mediation services, the complainant or appellant will meet the financial costs of such services.

1. Staff members associated with investigating and resolving a complaint or appeal are required to keep file notes of any related discussions or actions. Such file notes are to be marked 'Strictly Confidential' and be securely stored in the Complaints and Appeals Register and treated confidentially. All official correspondence with the complainant or appellant will be retained in the same place.
2. Notes should be kept to a minimum stating only facts and relevant details as described by the parties. Dates and times of interactions should also be recorded.
3. All complaints and appeals including the nature of the complaint or appeal, the outcomes of the complaint or appeal, will be recorded in the Complaints and Appeals Register.
4. Actions arising from the Complaints and Appeals Register will be used to continuously improve the ANMF (Vic Branch) Education Centre's systems and operations.