

# Complaints Policy

## Purpose

The purpose of this Complaints and Appeals Policy is to establish a clear and transparent process for addressing and resolving complaints and appeals from stakeholders, ensuring their concerns are heard, assessed, and resolved in a fair and timely manner.

ANMF (Vic Branch) Education Centre will maintain records of all complaints, including their resolutions and any actions taken in the Complaints and Appeals Register and Continuous Improvements Register, if applicable. Annual analysis of these records will be conducted to identify trends, areas for improvement, and opportunities to enhance the overall stakeholder experience.

Complaints will all be treated with:

- **Fairness:** All complaints and appeals will be treated fairly and without bias, respecting the rights and perspectives of all parties involved.
- **Confidentiality:** Information related to complaints and appeals will be kept confidential to the extent possible, while still ensuring proper investigation and resolution.
- **Transparency:** ANMF (Vic Branch) Education Centre is committed to maintaining transparency throughout the complaints and appeals process, keeping stakeholders informed about the progress and outcomes of their cases.

## Scope

ANMF (Vic Branch) Education Centre is committed to providing detailed and sufficient support and guidance to stakeholders to ensure fairness, consistency, and transparency in the complaints and appeals process.

Stakeholders that may submit complaints include and is not limited to:

- Current and potential ANMF (Vic Branch) Education Centre learners, regardless of their status as a member or non-member.
- ANMF (Vic Branch) Education Centre facilitators, trainers and assessors.
- ANMF (Vic Branch) Education Centre staff.

Stakeholder complaints may include and is not limited to:

- the RTO, its trainers, assessors or other staff
- a third party providing services on the RTO's behalf, its trainers, assessors or other staff
- a student of the RTO
- Academic and training issues
- Administrative issues
- Support services

- Facilities and resources
- Behaviour and conduct
- Equity and fairness

### Definitions

**Complaint:** A formal or informal expression of dissatisfaction, concern, or grievance raised by a stakeholder regarding any aspect of ANMF (Vic Branch) Education Centre's products, services, actions, or conduct.

**Informal Complaint:** An informal complaint is a grievance or expression of dissatisfaction that is communicated without following a formalised or structured procedure. It is often verbally communicated.

**Formal Complaint:** A formal complaint is a documented expression of dissatisfaction, grievance, or concern that follows a structured and established procedure within an organisation or institution. It is a more official and systematic way of bringing attention to an issue, problem, or dispute. Formal complaints often have specific requirements, such as a prescribed format, documentation, and designated channels for submission.

**Complaint Investigation:** A complaint investigation is a formal process in which an organisation or designated authority thoroughly examines a complaint lodged by an individual or group. This process involves gathering and analysing evidence, interviewing relevant parties, and reviewing documents to determine the validity of the complaint.

### Complaints Management Policy

#### i. Informal resolution

All stakeholders are encouraged to resolve any complaints they have in an informal manner by discussing their concerns first to reach an appropriate outcome.

#### ii. Formal resolution

A stakeholder may choose to raise a concern formally in writing and request a formal resolution or investigation. A formal resolution must be documented and abide by the Complaints Policy.

A formal resolution is a structured process in which a complaint is addressed through established procedures within ANMF (Vic Branch) Education Centre. This process involves a thorough investigation, followed by a formal review by designated officials or a committee within the ANMF (Vic Branch) Education Centre that have not been involved in the complaint.

#### iii. Independent External Third-Party Investigation, Review or Mediation

If the ANMF (Vic Branch) Education Centre and the complainant can't come to an agreement on a resolution, or the complaint requires an external independent investigation, the ANMF (Vic Branch)

Education Centre will select another Registered Training Organisation (RTO) as the external Independent Third-Party investigator. ANMF (Vic Branch) Education Centre will assume the cost for the external Third-Party collaboration with another RTO.

Third-Party investigations with another RTO are not a defence case for the complainant or the ANMF (Vic Branch) Education Centre. They are an impartial party solely reviewing the evidence presented or any mediation offers.

In the instance of an Independent Third-Party investigation and depending on the nature of the complaint, communication documentation between the complainant, ANMF (Vic Branch) Education Centre and the trainers or students, student e-files and records will be provided to the Third-Party to ensure the Third-Party can provide fair, ethical and transparent review of the case.

Third-Party investigations will not take place without the complainant's knowledge or permission. If the complainant does not give permission for a Third Party to review the complaint, the ANMF (Vic Branch) Education Centre will take a neutral and unbiased approach based on the evidence to make a fair and just decision.

The complainant has the right to choose their own external Independent Third-Party investigator, however, they will assume any and all costs of their nomination.

Regardless of the outcome of the Third-Party investigation the complainant is advised that the availability of the complaints process does not remove their right to take action under Australian Consumer Protection laws. Any further action taken by the appellant under Australian Consumer Protection laws will be at the complainant's own cost.

#### **iv. Criminal Activity**

ANMF (Vic Branch) Education Centre reserves the right to involve law enforcement if it believes criminal activity has taken place, in this event, all investigative measures will be handled by the Victorian Police.

#### **v. Presence of Support Personnel for ANMF (Vic Branch) Resolution or Mediation**

Complainants are permitted to have a support person present during the submission, investigation and resolution process between ANMF (Vic Branch) Education Centre and the complainant, including any phone calls or meetings. This support person may be a family member, friend, or partner. However, individuals who can provide legal advice, such as lawyers, solicitors or legal aides, are not allowed to be present during these meetings. The legal stakeholders mentioned is not an exhaustive list. Additionally, these meetings cannot be recorded or used for any legal purposes at a later time.

Submission of complaints that may involve criminal activity may be referred to the Victorian Police.

#### **vi. Presence of Support Personnel for Independent Third-Party Review, Resolution or Mediation**

Complainants are permitted to have a support person present during the submission, investigation and resolution process between ANMF (Vic Branch) Education Centre, an independent RTO and the

appellant, including any phone calls or meetings. This support person may be a family member, friend, or partner. However, individuals who can provide legal advice, such as lawyers, solicitors or legal aides, are not allowed to be present during these meetings. The legal stakeholders mentioned is not an exhaustive list. Additionally, these meetings cannot be recorded or used for any legal purposes at a later time.

Submission of complaints that may involve criminal activity may be referred to the Victorian Police.

#### **vii. Submission of Complaints**

Submission of complaints that involve criminal activity may be referred to the Victorian Police.

Informal complaints must be discussed within 21 calendar days of the incident.

- ANMF (Vic Branch) Education Centre does not have to investigate informal complaints after 5:00pm on the 21st calendar day.
- It is at the ANMF (Vic Branch) Education Centre discretion if they still wish to proceed with late complaint submissions.  
*Example: Dispute happened on March 3, 2024. The appeal must be submitted before 5:00pm on March 24.*
- Submission of complaints that may involve criminal activity may be referred to the Victorian Police.

Formal appeals must be completed the Complaints and Appeals Form and submitted within 21 calendar days of the incident.

- ANMF (Vic Branch) Education Centre does not have to accept formal complaints after 5:00pm on the 21st calendar day.
- It is at the ANMF (Vic Branch) Education Centre discretion if they still wish to proceed with late appeal submissions.  
*Example: Dispute happened on March 3, 2024. The appeal must be submitted before 5:00pm on March 24.*
- Submission of complaints that may involve criminal activity may be referred to the Victorian Police.

ANMF (Vic Branch) Education Centre will acknowledge a formal complaint submission in seven (7) calendar days and provide a timeframe for when the appeal submission will be reviewed.

- The ANMF (Vic Branch) Education Centre does not have to review and/or resolve the complaint in the seven (7) calendar days, just acknowledge its submission and advise when the complaint will be reviewed.
  - The ANMF (Vic Branch) Education Centre has 30 calendar days to review a complaint once it has been received.
- Once the ANMF (Vic Branch) Education Centre has reviewed the complaint, they will advise the complainant the complaint has been reviewed, offer a resolution, if applicable, or provide a timeframe for an investigation.

If the ANMF (Vic Branch) Education Centre and the complainant can't come to an agreement on a resolution, the complainant has the right to appeal. Please refer to the Appeals Policy.

To lodge a formal complaint, complete the Complaints and Appeals Form which is available online under Education Resources and Policies: <https://www.anmfvic.asn.au/education-and-training/education/about-the-education-centre>

Email completed formal complaint form to: [education@anmfvic.asn.au](mailto:education@anmfvic.asn.au)

When submitting a complaint, complainants should include the following information:

- Full Name\*
- Contact Information (Email Address, Phone Number, Address)\*
- Nature of the Complaint
- Date and Time of the Incident (if applicable)
- Any Supporting Documentation or Evidence

\* ANMF (Vic Branch) Education Centre encourages but does not mandate that stakeholders provide their name and contact information for a more effective resolution. Anonymous complaints will still be acknowledged and investigated to the best extent possible.

#### **viii. Complaint Review Timeframe**

Where ANMF (Vic Branch) Education Centre considers more than 60 calendar days are required to process and finalise a complaint, ANMF (Vic Branch) Education Centre will:

- Inform the complainant in writing, including reasons why more than 60 calendar days are required.
- Regularly update the complainant on the progress of the matter.

Rationale as to why this process may take more than 60 calendar days to finalise may include but is not limited to:

- Allow the complainant sufficient time to submit consent and organise and provide supporting documentation.
- Allow sufficient time for the ANMF (Vic Branch) Education Centre staff to conduct the investigation alongside their regular work duties and commitments.
  - Allow sufficient time for the stakeholder(s) to review the documentation provided from both parties.
  - Allow sufficient time for the stakeholder(s) to organise and conduct interviews with appropriate stakeholders, if applicable.
- Allow time for any additional evidence or supporting documentation that may be required after interviews with stakeholders. Timeframes may be imposed on the submission for additional supporting documentation from both parties.
- Allow sufficient time for the stakeholder(s) to finalise their evidence, make a decision or resolution and write a rationale to their decision in the form of a report.

## **ANMF (Vic Branch) Education Centre Complaint Investigation Process**

This process has been designed to ensure a fair, ethical, impartial and transparent review process.

### **Initial Assessment**

The complaint is reviewed by the relevant stakeholder(s) to determine its nature, scope, and potential impact.

An initial assessment is conducted to determine if the complaint falls within the ANMF (Vic Branch) Education Centre's jurisdiction and if it warrants a formal or criminal investigation.

### **Investigation**

If deemed valid, an investigator or investigation team is assigned to the case. If an external Third-Party investigator is required to conduct the investigation, ANMF (Vic Branch) will follow the ANMF (Vic Branch) Education Centre Independent Third-Party Appeal/Review Process for independent investigations, if required.

The investigator will gather evidence, including documents, interviews, and other relevant information.

All parties involved in the complaint will be contacted for their input and given the opportunity to present their side of the story.

### **Assessing Validity**

The investigator evaluates the evidence to determine the validity of the complaint.

The investigation considers whether the complaint is supported by factual evidence and whether any policies or laws have been violated.

### **Criminal Investigation Determination**

During the investigation, if evidence suggests that a criminal act may have occurred, the matter will be escalated to the Victoria Police.

The ANMF (Vic Branch) Education Centre will cooperate fully with law enforcement agencies in any criminal investigation.

The internal investigation may be paused or modified to avoid interference with the criminal investigation.

### **Resolution and Reporting**

Upon conclusion of the investigation, a final report is prepared, summarising the findings and recommendations.

The report will outline whether the complaint was substantiated, partially substantiated, or unsubstantiated.

If the complaint is substantiated, appropriate corrective actions or disciplinary measures will be implemented.

The complainant and other relevant parties will be informed of the outcome, respecting confidentiality as required.

The complainant has the right to appeal complaint resolutions. Please refer to the Appeals Policy.

### **Escalation and Appeals**

If the complainant is not satisfied with the resolution provided, it is recommended they submit an appeal by resubmitting a new Complaints and Appeals Form. This will be investigated by a new internal team followed by an external third-party if an outcome cannot be agreed upon. If the complainant or appellant is not satisfied with the external third-party outcome they may wish to contact the National Training Hotline, telephone: 13 38 73.

## **Appeals Policy**

### **Purpose**

The purpose of this Appeals Policy is to establish a clear and transparent process for addressing and resolving appeals from stakeholders, ensuring their concerns are heard, assessed, and resolved in a fair and timely manner.

ANMF (Vic Branch) Education Centre will maintain records of all appeals, including their resolutions and any actions taken in the Complaints and Appeals Register and Continuous Improvements Register, if applicable. Annual analysis of these records will be conducted to identify trends, areas for improvement, and opportunities to enhance the overall stakeholder experience.

Appeals will all be treated with:

- **Fairness:** All appeals will be treated fairly and without bias, respecting the rights and perspectives of all parties involved.
- **Confidentiality:** Information related to appeals will be kept confidential to the extent possible, while still ensuring proper investigation and resolution.
- **Transparency:** ANMF (Vic Branch) Education Centre is committed to maintaining transparency throughout the appeals process, keeping stakeholders informed about the progress and outcomes of their cases.

### **Scope**

ANMF (Vic Branch) Education Centre is committed to providing detailed and sufficient support and guidance to stakeholders to ensure fairness, consistency, and transparency in the appeals process.

Stakeholders that may submit appeals include and is not limited to:

- Current and potential ANMF (Vic Branch) Education Centre learners, regardless of their status as a member or non-member.
- ANMF (Vic Branch) Education Centre facilitators, trainers and assessors.
- ANMF (Vic Branch) Education Centre staff.

Stakeholder appeals may include and is not limited to:

- Academic decisions
- Administrative decisions
- Support services
- Procedural issues
- Disciplinary actions
- Equity and fairness
- External providers and decisions

## Definitions

**Formal Appeal:** A written, formal request for reconsideration of a decision or outcome reached by ANMF (Vic Branch) Education Centre in response to a complaint, an assessment outcome or an ANMF (Vic Branch) decision.

**Informal Appeal:** An informal appeal allows for a more open and collaborative discussion between the parties involved.

**Mediator:** A mediator is a neutral and impartial individual who facilitates discussions between the parties involved in an appeal. The mediator's role is to assist the parties in reaching a mutually acceptable resolution. The mediator does not make decisions or impose outcomes but guides the conversation to help both sides understand each other's perspectives and explore potential solutions.

**Mediation:** Mediation is a voluntary and confidential process in which an independent mediator assists the parties involved in an appeal to resolve their issues amicably. The goal of mediation is to find a mutually acceptable agreement through guided negotiation, without the need for formal hearings or adjudication. The outcomes of mediation are not legally binding unless agreed upon by both parties and formalised through a written agreement.

**Independent Third-Party:** An independent third-party is a person who is not affiliated with any of the parties involved in the appeal and has no vested interest in the outcome. This individual provides an objective perspective and may serve in various roles, such as a mediator or adjudicator, to ensure fairness and impartiality throughout the appeal process. Their primary function is to facilitate a fair resolution without bias or influence from either side.



## Appeals Management Policy

### i. Informal resolution

All stakeholders are encouraged to resolve any appeals they have in an informal manner by discussing their concerns first to reach an appropriate outcome.

### ii. Formal resolution

A stakeholder may choose to raise an appeal formally in writing and request a formal resolution. A formal resolution must be documented and abide by the Appeals Policy and recorded on the Complaints and Appeals Register.

### iii. Independent External Third-Party Resolution, Review or Mediation

If the ANMF (Vic Branch) Education Centre and the appellant can't come to an agreement on a resolution, or the appeal requires a case review, the ANMF (Vic Branch) Education Centre will select another Registered Training Organisation (RTO) as the external Independent Third-Party investigator and Mediator. ANMF (Vic Branch) Education Centre will assume the cost for Third-Party collaboration with the RTO.

Third-Party Resolutions or Reviews with another RTO are not a defence case for the appellant or the ANMF (Vic Branch) Education Centre. They are an impartial party solely reviewing the evidence presented or any mediation offers.

In the instance of an Independent Third-Party Resolution and depending on the nature of the appeal, communication documentation between the appellant, ANMF (Vic Branch) Education Centre and the trainers, student e-files and records will be provided to the third party to ensure the third party can provide fair, ethical and transparent review of the case.

Third-Party Resolutions or Reviews will not take place without the appellants knowledge or permission. If the appellant does not give permission for a Third Party to review the appeal, the ANMF (Vic Branch) Education Centre will take a neutral and unbiased approach based on the evidence to make a fair and just decision.

The appellant has the right to choose their own Independent Third-Party or Mediator, however, they will assume any and all costs of their nomination.

Regardless of the outcome of the Third-Party review the appellant is advised that the availability of the appeals process does not remove their right to take action under Australian Consumer Protection laws. Any further action taken by the appellant under Australian Consumer Protection laws will be at the appellant's own cost.

### iv. Presence of Support Personnel for ANMF (Vic Branch) Resolution or Mediation

Appellants are permitted to have a support person present during the resolution process between ANMF (Vic Branch) Education Centre and the appellant, including any phone calls or meetings. This support person may be a family member, friend, or partner. However, individuals who can provide legal advice, such as lawyers, solicitors or legal aides, are not allowed to be present during these

meetings. The legal stakeholders mentioned is not an exhaustive list. Additionally, these meetings cannot be recorded or used for any legal purposes at a later time.

**v. Presence of Support Personnel for Independent Third-Party Review, Resolution or Mediation**

Appellants are permitted to have a support person present during the resolution process between ANMF (Vic Branch) Education Centre, an independent RTO and the appellant, including any phone calls or meetings. This support person may be a family member, friend, or partner. However, individuals who can provide legal advice, such as lawyers, solicitors or legal aides, are not allowed to be present during these meetings. The legal stakeholders mentioned is not an exhaustive list. Additionally, these meetings cannot be recorded or used for any legal purposes at a later time.

**vi. Submission of Appeals**

Informal appeals must be discussed within 14 calendar days of the incident or dispute.

- ANMF (Vic Branch) Education Centre does not have to accept informal reviews or appeals after 5:00pm on the 14th calendar day.
- It is at the ANMF (Vic Branch) Education Centre discretion if they still wish to proceed with late appeal submissions.

*Example: Dispute happened on March 3, 2024. The appeal must be submitted before 5:00pm on March 17.*

Formal appeals must be completed the Complaints and Appeals Form and submitted within 14 calendar days of the incident or dispute.

- ANMF (Vic Branch) Education Centre does not have to accept formal reviews or appeals after 5:00pm on the 14th calendar day.
- It is at the ANMF (Vic Branch) Education Centre discretion if they still wish to proceed with late appeal submissions.

*Example: Dispute happened on March 3, 2024. The appeal must be submitted before 5:00pm on March 17.*

ANMF (Vic Branch) Education Centre will acknowledge a formal appeal submission in seven (7) calendar days and provide a timeframe for when the appeal submission will be reviewed.

- The ANMF (Vic Branch) Education Centre does not have to review and/or resolve the appeal in the seven (7) calendar days, just acknowledge its submission and advise when the appeal will be reviewed.
  - The ANMF (Vic Branch) Education Centre has 30 calendar days to review an appeal once it has been received.
- Once the ANMF (Vic Branch) Education Centre has reviewed the appeal, they will advise the appellant the appeal has been reviewed, offer a resolution, advise the appellant on why the decision was made or provide a timeframe for an investigation.

If the ANMF (Vic Branch) Education Centre and the appellant can't come to an agreement on a resolution, or the appeal requires a case review, the ANMF (Vic Branch) Education Centre will select another RTO as the Independent Third-Party and Mediator.

To lodge a formal appeal, complete the Complaints and Appeals Form which is available online under Education Resources and Policies: <https://www.anmfvic.asn.au/education-and-training/education/about-the-education-centre>

Email completed formal appeal forms to: [education@anmfvic.asn.au](mailto:education@anmfvic.asn.au)

When submitting an appeal, appellants should include the following information:

- Full Name\*
- Contact Information (Email Address, Phone Number, Address)\*
- Nature of the Complaint or Appeal
- Date and Time of the Incident (if applicable)
- Any Supporting Documentation or Evidence

\* ANMF (Vic Branch) Education Centre encourages stakeholders to provide their name and contact information for a more effective resolution. However, anonymous complaints will also be considered and investigated to the best extent possible.

#### **vii. Appeal Review Timeframe**

Where ANMF (Vic Branch) Education Centre considers more than 60 calendar days are required to process and finalise an appeal, ANMF (Vic Branch) Education Centre will:

- Inform the appellant in writing, including reasons why more than 60 calendar days are required.
- Regularly update the appellant on the progress of the matter.

Rationale as to why this process may take more than 60 calendar days to finalise may include but is not limited to:

- Allow the appellant sufficient time to submit consent and organise and provide supporting documentation.
- Allow sufficient time for the ANMF (Vic Branch) Education Centre to organise and provide supporting documentation.
- Allow sufficient time for the stakeholder(s) to review the documentation provided from both parties.
- Allow sufficient time for the stakeholder(s) to organise and conduct interviews with appropriate stakeholders, if applicable.
- Allow time for any additional evidence or supporting documentation that may be required after interviews with stakeholders. Timeframes may be imposed on the submission for additional supporting documentation from both parties.

- Allow sufficient time for the stakeholder(s) to finalise their evidence, make a decision or resolution and write a rationale to their decision in the form of a report.
- Allow time that the stakeholder(s) to complete their other work schedules and commitments in conjunction with the review.

## **ANMF (Vic Branch) Education Centre Independent Third-Party Appeal/Review Process**

This process has been designed to ensure a fair, ethical, impartial and transparent review process.

- i. Advise the appellant that to conduct the review an independent individual or team that has not previously been involved in the appeal process, (an independent RTO), will require access to their assessment records, student application file and all correspondence between the trainer, the ANMF (Vic Branch) Education Centre and the appellant, if applicable. This may include but is not limited to access to emails and correspondence on the Education Portal.
- ii. Allow the appellant the opportunity to forward any communication and documentation they believe will assist the process for a fair, impartial and ethical review. Request a document directory or checklist for their supporting documentation so ANMF (Vic Branch) Education Centre can ensure that all the appellants documentation is passed on.
- iii. Request the stakeholder(s) complete the appellants document directory or checklist the appellant can be advised the Third-Party has all their documentation.
- iv. Inform the appellant that should the stakeholder(s) conducting the review wish to formally interview them, this interview will be recorded to allow the stakeholder(s) to reference their discussions should they need to review what they discussed before they finalise their decision. The recording will then be filed in the student records for internal and external auditing purposes and if further action is required.
- v. Advise the appellant that as per the Appeals Policy, where the ANMF (Vic Branch) Education Centre consider more than 60 calendar days are required to process and finalise a complaint or appeal, the ANMF (Vic Branch) Education Centre will:
  - Inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required.
  - Regularly update the complainant or appellant on the progress of the matter.
- vi. If 60 calendar days are not required, ANMF (Vic Branch) will provide the appellant with a timeline for resolution.
- vii. Request in writing that the appellant understands the process and that the appellant confirms that they consent and will allow access to all communication and correspondence records and student file and records in writing.
- viii. Advise the appellant that the review will not commence until we have written approval, consent and their supporting documentation. If consent is not granted, the appellant has the opportunity to nominate their own Third-Party mediator at their own cost or continue to negotiate with the ANMF (Vic Branch) Education Centre.

- ix. Once the ANMF (Vic Branch) Education Centre has written confirmation of understanding of the process and consent for the student record access approval, and supporting documentation from the appellant, proceed with the following recommended steps below.
- x. Organise an individual or team (an independent RTO) that has not previously been involved in the appeal or dispute.
- xi. Submit the appellant's supporting documentation to the stakeholder(s).
- xii. All documented correspondence with the appellant must be saved onto a blank USB.
- xiii. Advise the stakeholder(s) involved in the review that they will be receiving a USB with the appellants student record and documented correspondence and any related policies and procedures, if applicable.
- xiv. Inform the stakeholder(s) they must not copy any of this data onto their personal devices.
- xv. Advise the stakeholder(s) that this review is not to be conducted in defence of either party but a fair and impartial review of the details of the appeal and the supporting evidence from both parties.
- xvi. Request an email confirmation from the stakeholder(s) they understand the privacy requirements and purpose of the review.
- xvii. Organise and submit ANMF (Vic Branch) Education Centre's documentation to the stakeholder(s).
- xviii. Advise the appellant in writing that both parties have submitted their supporting documentation for review and the process has begun.
- xix. The stakeholder(s) must be advised to maintain an impartial view throughout the review process to ensure a fair and ethical review.
- xx. The review may include but is not limited to:
  - Reviewing the stakeholder's complaint/appeal form.
  - Check if appropriate RTO procedures have been correctly carried out.
  - Reviewing compliance requirements.
  - Sourcing additional information from appropriate stakeholders concerning the subject of the complaint/appeal.
  - Discussing the matter directly with the stakeholder.
  - Undertaking other investigation or action as appropriate.
- xxi. Request the stakeholder(s) provide regular updates on the review process, that can be forwarded onto the appellant.
- xxii. Once the review has been investigated, the stakeholder(s) will write a report and communicate their decision and rationale to ANMF (Vic Branch) Education Centre so the Education Centre can forward this communication to the appellant.
- xxiii. Upon completion of the review, request the USB be returned to the Education Centre and request written confirmation that the stakeholder(s) have not retained any copies of the student data.
- xxiv. Confirm in writing with the stakeholder(s) that you have received the USB and understand they have not retained any student data.
- xxv. Email the appellant the Third-Party review report.

- xxvi. ANMF (Vic Branch) Education Centre will action any requirements or recommendations from the Third-Party report if required.

### Escalation

If the appellant is not satisfied with the external Third-Party outcome they may wish to contact the National Training Hotline, telephone: 13 38 73.

Regardless of the outcome of the Third-Party review the appellant is advised that the availability of the appeals process does not remove their right to take action under Australian Consumer Protection laws. Any further action taken by the appellant under Australian Consumer Protection laws will be at the appellant's own cost.

### Approved by

Corinne op't Hoog

**Education Manager**

October 2024

