

COMPLAINTS AND APPEALS

You may find a time when you don't agree with an assessment decision, the way training has been conducted or any aspect of our business.

You may wish to lodge a complaint or appeal a decision and that's OK! We are here to help support you through this process.

We take the stance that complaints and appeals gives us the opportunity to enhance and improve the quality of our services. Therefore, we welcome and encourage feedback from our students, employers, members' of the community, stakeholders, contractors and our staff.

We commit to processing each complaint and appeal professionally and fairly.

- We will treat all complaints or appeals in a fair, constructive and timely manner
- We will handle complaints or appeals professionally and confidentially
- We will attempt to satisfies all parties with a resolution to a complaint or appeal

What is a complaint?

A complaint is an expression of dissatisfaction with an action, product or service provided by our RTO. Complaints may be received from students, employers, members of the community, stakeholders, contractors or our staff.

Complaints about a particular incident should be made within ninety (90) calendar days of the incident occurring.

What is an appeal?

An appeal is where a student, employer, member of the community, stakeholder, contractor or a staff member may dispute a decision made by our RTO. The decision in question may be an assessment decision or may be about any other aspect relating to our operations.

Appeals must be made within thirty (30) calendar days of the original decision being made.

Where we consider more than 60 calendar days are required to process and finalise the complaint or appeal, we will:

- a) inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required
- b) regularly update the complainant or appellant on the progress of the matter.

An independent third party may be appointed to be involved in the resolution of a complaint or appeal where it is deemed necessary. Internal complaints and appeals process will be implemented at no cost to the complainant.

While a complaint or appeal is in progress, the student/trainee is entitled to continue training and will not be disadvantaged.

How do I lodge a complaint?

Step 1 – Let's Talk

If you have any concerns or are dissatisfied with us in anyway, please talk directly to your Trainer or any staff member from our team.

In the event you would like to speak with someone other than your Trainer, please call our office and speak with the **State Manager**. We would love the opportunity to resolve any issues you may have.

Phone: 1300 785 802

If you would like to make a formal complaint, please proceed to **Step 2**

Step 2 – Lodging a Formal Complaint

To make a formal complaint in writing either complete the Complaints and Appeals Submission Form attached or send a letter attention to our State Manager.

- > **Via email:** info@arrowtrainingservices.com.au
- > **Via post:** VIC - 6/85 Bardia Avenue, Seaford Vic, 3198
WA – Level 2, 87-89 Guthrie St, Osborne Park WA 6017

The below details should be included with your submission:

- > Your full name, address and contact details; including mobile and email
- > What course you are enrolled in and the course location
- > Details of the complaint; what are the circumstances surrounding the issue
- > Person or persons involved; witnesses that could support your case
- > Any evidence; including dates or documentation

Step 3 – Formal Complaint Received

Our State Manager will record your complaint on the Complaints and Appeals Register upon receipt. A **Complaints acknowledgement** email will be sent within 7 days to advise you of our receipt of the complaint.

Step 4 – Investigating the Complaint

Our State Manager will investigate the complaint, examine evidence received and schedule meetings with required parties where necessary. We strive to resolve all complaints **within 21 days** of receipt.

If a meeting with the complainant is required, we will ensure the below:

- > Will be offered to bring a support person
- > Minutes of the meeting will be documented
- > Where the complainant is unavailable to attend a meeting, we will conduct a phone conference
- > Where the complainant declines to attend a meeting, a formal response will be decided in their absence

Complainants have the right to access advice and support from independent external agencies / persons at any point of the complaints process.



Step 5 – Formal Complaint Outcome

Once a decision has been reached, our State Manager will inform all parties of any decisions or outcomes that are concluded **within 7 days** of the final decision.

This will be in writing via the **Complaints Outcome** email or letter. Within the notification letter the complainant will be advised:

- > The reason for the outcome decision
- > The right to appeal the outcome



Step 6 – Closing the Complaint

The State Manager will update and close the complaint in the **Complaints and Appeals Register**. All correspondence and evidence obtained will be securely filed into the individual complaint folder.

The following documents should be included:

- > Copy of the Complaint Submission Form or written application
- > Copy of the Complaints Acknowledgement letter or email
- > All evidence and correspondence
- > Meeting minutes
- > Copy of the Complaints Outcome letter or email

How do I lodge an appeal?

Step 1 – Lodging an Appeal

To make a formal appeal either complete, the Complaints and Appeals Submission Form attached or send us a letter, attention to our State Manager.

- > **Via email:** info@arrowtrainingservices.com.au
- > **Via post:** VIC - 6/85 Bardia Avenue, Seaford Vic, 3198
WA – Level 2, 87-89 Guthrie St, Osborne Park WA 6017

The below details should be included with your submission:

- > Your full name, address and contact details; including mobile and email
- > What course you are enrolled in and the course location
- > Details of the complaint; what are the circumstances surrounding the issue
- > Person or persons involved; witnesses that could support your case
- > Any evidence; including dates or documentation

Step 2 – Formal Appeal Received

Our State Manager will record your appeal on the Complaints and Appeals Register upon receipt. An **Appeals acknowledgement** letter or email will be sent within 7 days to advise you of our receipt of the appeal.

Step 3 – Investigation the Appeal

Our State Manager and State Coordinator will identify the nature of the appeal and select the appropriate course of action from below. We strive to resolve all appeals **within 21 days** of receipt.

If an appeal is in respect to an assessment, an independent third party assessor will conduct a reassessment. The appellant will be given the opportunity to formally present his/her case.

If the appeal is in respect to disputing a complaint outcome other than an assessment, then the appeal will be scheduled to be heard by an independent person or panel – providing the appellant with the opportunity to formally present his/her case.

If a meeting with the appellant is required, we will ensure the below:

- > Will be offered the opportunity to bring a support person
- > Minutes of the meeting will be documented
- > Where the appellant is unavailable to attend a meeting, we will conduct a phone conference
- > Where the appellant declines to attend a meeting, a formal response will be decided in their absence

Step 4 – Formal Appeal Outcome

Once a decision has been reached, our State Manager will inform all parties of any decisions or outcomes that are concluded **within 7 days** of the final decision. This will be provided in writing via the **Appeals Outcome** letter or email.

Where an appeal is found to be sustained, we will take whatever action is needed to ensure that the issues regarding the complaint/appeal are addressed so that it does not reoccur – part of the **continuous improvement** process. Such action may include counselling of employees or contractors, where necessary.



Step 5 – Closing the Appeal

The State Manager will update and close the appeal in the **Complaints and Appeals Register**. All correspondence and evidence obtained will be securely filed into the individual appeal folder.

The following documents should be included:

- > Copy of the Appeal Form or written application
- > Copy of the Appeals Acknowledgement letter
- > All evidence and correspondence
- > Meeting minutes
- > Copy of the Appeals Outcome letter or email

COMPLAINTS AND APPEALS SUBMISSION FORM

Submitting:	Complaint <input type="checkbox"/>	Appeal <input type="checkbox"/>
Submission Date:		Evidence Attached: YES <input type="checkbox"/> NO <input type="checkbox"/>
Full Name		
Contact Number:		Email Address: <input type="text"/>
Current Address:		
Course Studying:		Course Location: <input type="text"/>
Preferred Contact Method:	Phone <input type="checkbox"/>	Email <input type="checkbox"/>

Please outline the details of your complaint or appeal:

Please provide examples or timeline of events that has prompted you to make a complaint or appeal:

Please list the person or persons involved (including witnesses to support the case):

Are the above persons aware of your complaint or appeal?

Yes No

Please submit this form to:

- > **Via email:** info@arrowtrainingservices.com.au
- > **Via post:** VIC - 6/85 Bardia Avenue, Seaford Vic, 3198
WA – Level 2, 87-80 Guthrie St, Osborne Park WA 6017

Please note: we have up to 7 days to acknowledge your complaint and we strive to resolve all complaints within 21 days of receipt.