



Complaints and Appeals Policy & Procedure

1. POLICY

This policy/procedure supports Australian Statewide Education and Training Pty Ltd T/A Revive2Survive First Aid Training (the RTO) to provide a process for complaints and appeals to be heard and actioned.

This includes any allegations involving the conduct of;

- 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 learner of the RTO

All complaints and appeals received by Revive2Survive First Aid Training will be viewed as an opportunity for improvement. Despite all efforts of Revive2Survive First Aid Training to provide satisfactory services to its learner's and clients, complaints may occasionally arise that require formal resolution. The following procedures provide learners and clients the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that attempt to satisfy all parties involved. This complaints and appeals process will be at no cost to the learner or client.

This policy/procedure values:

- procedural fairness and natural justice
- a service culture free from discrimination and harassment
- transparent policies and procedures, and
- avenues for recourse and further investigation

This policy/procedure ensures that all persons are presented with procedures that:

- value the opportunity to be heard
- promote conflict resolution
- encourage the development of harmonious partnerships
- ensure that conflicts and grievances are mediated fairly, and
- are transparent and equitable

Revive2Survive First Aid Training have a duty of care to ensure that all persons are provided with a high level of equity and fairness in relation to grievances and complaints management and procedures.

2. PROCEDURE

The complaints and appeals policy and procedure and applicable forms are made available to all learners, potential learners, and clients by directly contacting the RTO. Direction to the complaints and appeals policy and procedure is also advised within the Student Handbook.

2.1 General Complaints

Where possible, all non-formal attempts shall be made to resolve the issue. This may include advice, discussions, and general mediation in relation to the issue and the complainant's issue. Any staff member can be involved in this informal process to resolve issues but once a complainant has placed a formal complaint/appeal the following procedures must be followed:



- Any learner, potential learner, or third party may submit a formal complaint to Revive2Survive First Aid Training with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for accessing the internal complaints and appeals process.
- Complainants have the right to access advice and support from independent external agencies / persons at any point of the complaint and appeals process. Use of external services will be at the complainant’s costs unless authorised by the Director of Revive2Survive First Aid Training.
- Any person wishing to submit a formal complaint or appeal can do so by completing the ‘Complaints and Appeals Form’ and state their case providing as many details as possible. This form is available by contacting the Revive2Survive First Aid Training office.
- All formally submitted complaints or appeals are submitted to the Office/Director. Complaints are to include the following information:
 - Submission date of complaint
 - Name of complainant
 - Nature of complaint
 - Date of the event which lead to the complaint
 - Attachments (if applicable)

Organisation:	Revive2Survive First Aid Training (www.revive2survive.com.au)
Contact Point:	Suite 12 1 East Ridge Dve Chirnside Park, Vic 3116 firstaid@revive2survive.com.au 9736-9736

- Once a formal complaint is received the complainant will receive a written acknowledgement addressing the processes the RTO will take to resolve the matter as soon as possible.
- Once a formal complaint is received it is to be entered into the ‘Complaints and Appeals Register’ which is monitored by the Office and Director regularly. The information to be contained and updated within the register is as follows:
 - Submission date of complaint
 - Name of complainant
 - Description of complaint / appeal
 - Determined Resolution
 - Date of Resolution
- A complainant may be assisted or accompanied by a support person throughout the process at all times, regardless of the nature of the issue or complaint.
- Revive2Survive First Aid Training will then notify all parties involved detailing the complaint and providing an opportunity to reply and provide feedback on the allegations.
- Revive2Survive First Aid Training shall then refer the matter to the appropriate staff member to resolve or make a decision on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.



In the unlikely event that the complaint is not finalised within 60 calendar days, Revive2Survive First Aid Training shall ensure that the complainant shall be provided reasons for the delay and will be regularly kept informed and updated of the progress of the matter.

- Once a decision has been reached, Revive2Survive First Aid Training will inform all parties of the outcomes reached in writing. In the notification of the outcomes, the complainant shall also be notified they have the right to appeal any decisions made. The RTO must receive the complainants appeal in writing and the appeals procedure is then instigated.
- Revive2Survive First Aid Training shall ensure that any substantiated complaints are acted upon immediately. If the internal or any external complaint handling or appeal process results in a decision that supports the complainant, the registered provider must immediately implement any decision and/or corrective and preventative action that is required and advise the complainant of the outcome.
- Copies of all documentation, outcomes and further action required will be placed into the 'Complaints and Appeals Register' by the Office and on the learner's file/complainant's file.

2.2 Appealing a Decision

All complainants have the right to appeal decisions made by Revive2Survive First Aid Training where reasonable grounds can be established.

The areas in which a complainant may appeal a decision made by Revive2Survive First Aid Training may include:

- Assessments conducted
 - Deferral, suspension, or cancellation decisions made in relation to the learner's enrolment
 - Or any other conclusion/decision that is made after a complaint has been dealt with by Revive2Survive First Aid Training in the first instance.
- To activate the appeals process the complainant is to complete a 'Complaints and Appeals Form' which is to include a summary of the grounds the appeal is based upon. The reason the complainant feels the decision is unfair is to be clearly explained. Help and support with this process can be provided by Revive2Survive First Aid Training. The Complaints and Appeals Form can be obtained by contacting the Office.
 - The Office/Director shall determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.
 - The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.
 - The Office/Director shall ensure that Revive2Survive First Aid Training acts on any substantiated appeal.
 - Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed:

General appeals



- Where a complainant has appealed a decision or outcome of a formal complaint, they are required to notify Revive2Survive First Aid Training of the grounds of their appeal in writing within 20 working days. Any supporting documentation should also be attached to the appeal.
- The appeal shall be lodged through the Office and they shall ensure the details of the appeal are added to the 'Complaints and Appeals Register'.
- The Office/Director shall be notified and shall seek details regarding the initial documentation of the complaint and shall make a decision based on the grounds of the appeal.
- The complainant shall be notified in writing of the outcome with reasons for the decisions, and the 'Complaints and Appeals Register' updated. The complainant shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The complainant is required to notify Revive2Survive First Aid Training if they wish to proceed with the external appeals process.

Assessment appeals

- Where a learner wishes to appeal an assessment, they are required to notify Revive2Survive First Aid Training. Where appropriate, the RTO may decide to re-assess the learner to ensure a fair and equitable decision is gained. The RTO shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.
- If this is still not to the learner's satisfaction, the learner shall formally lodge an appeal by submitting a written letter outlining their reasons for the appeal. They shall lodge this with the Office and the appeal shall be entered into the 'Complaints and Appeals Register.'
- The Office shall be notified and shall seek details from the assessor involved and any other relevant parties. A decision shall be made regarding the appeal, either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. The third party shall be another assessor appointed by Revive2Survive First Aid Training.
- The learner shall be notified in writing of the outcome with reasons for the decision, and the 'Complaints and Appeals Register' updated. The learner shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The learner is required to notify Revive2Survive First Aid Training if they wish to proceed with the external appeals process.

2.3 External Appeals and Further Information:

External Appeals:

In addition to the above internal processes, if learners enrolled with Revive2Survive First Aid Training are still dissatisfied with the decision of the RTO, they may wish to seek legal advice or submit an application with an external dispute resolution process by a relevant body appointed for this purpose (See below for contact details).

Where the RTO is informed that the learner has accessed external appeals processes:

- The RTO will retain a learner's enrolment until the external appeal process is finalised.
- The RTO will comply with the findings of the external appeals process.
- Where a decision or outcome is in favour of the complainant, Revive2Survive First Aid Training shall follow the required action and recommendation from the relevant external appeals organisation to satisfy the learner's grievance as soon as practicable.



- The decision of the independent mediator is final and any further action the learner wishes to take is outside the RTO's policies and procedures. The learner shall be referred to the appropriate government agencies and this information can be gained from the Director.
- All records and correspondence in relation to an external appeal shall be maintained with the initial complaint and internal appeal documentation within the 'complaints and appeals register' for a minimum of 5 years.

Victorian Based Learners:

The Dispute Settlement Centre of Victoria (DSCV) is a free dispute resolution and mediation service funded by the Victorian Government and may be able to assist resolve any outstanding complaint or issue with the complaint handling process. Further details and office locations for this service are available from <http://www.disputes.vic.gov.au/>

Organisation:	Disputes Settlement Centre of Victoria (http://www.disputes.vic.gov.au/)
Contact Point:	<u>Melbourne Office:</u> Level 4, 456 Lonsdale Street Melbourne VIC 3000 Tel: 1300 372 888

3. FURTHER INFORMATION

If after the RTO's internal complaints and appeals processes have been completed, you still believe the RTO is breaching or has breached its legal requirements, you can submit a complaint to Australian Skills Quality Authority(ASQA) by completing the online complaint form: www.asqaconnect.asqu.gov.au
(ASQA website: www.asqa.gov.au)

Except in exceptional circumstances, you must attach evidence to your complaint form showing:

- that you have followed your RTO's formal complaints procedure, and
- the RTO's response.

ASQA's processes require you to identify yourself to ASQA as a complainant, although you may request that your identity is kept confidential throughout any investigation that ASQA undertakes.