



COMPLAINTS AND APPEALS POLICY

1 Associated Procedure

Complaints and Appeals Procedure

2 Purpose

The purpose of this policy is to:

- To provide a clear and transparent policy that enables students and relevant parties to freely raise any concerns regarding the course or service provided by Onfit Training College
- To provide Onfit Training College's values and principles
- Demonstrate a fair, equitable and confidential means of resolving complaints and appeals
- To ensure compliance with the Standards for Registered Training Organisations (RTOs) 2015, Standard 6 (Clause 6.1 - 6.6) must be considered in conjunction with this policy.

3 Scope

This complaints and appeals policy and procedure will manage allegations involving the conduct of:

- Onfit Training College, its trainers, assessors and other staff
- Stakeholders and others
- A third party providing services on the RTO's behalf, its trainers, assessors or other staff (where this may be relevant to its operations)
- A student of Onfit Training College

4 Definitions

Complaint - A complaint is an expression of dissatisfaction by an individual (hereafter referenced as the complainant) about an issue related to an individual associated with Onfit Training College, or an issue with a course or qualification delivered by Onfit Training College, which warrants the need for review, investigation and action.

Complaints can be made by students, parents/guardians, employers, schools, external partners, prospective students or other relevant parties.

All parties are entitled to access the complaints process. Activities which may give rise to academic and or non-academic complaints covered by this policy are listed below:

- Academic programs/courses content, structure, materials, resources, access, quality
- Administrative or Training Officer customer service, action/inaction, procedure or decision
- Subject enrolment, training delivery, assessment and feedback, learning environment and resources and outcomes
- Student services, support, processes and communication
- Individuals who believe that they have been treated unfairly, harassed or discriminated against on the grounds of access and equity
- Occupational health and safety concerns related to subject delivery and/or assessment

Appeal - An appeal is a process whereby the complainant may wish to dispute a decision made by Onfit Training College.

The complainant may appeal decisions such as:

- An RPL decision
- An assessment or feedback decision
- A penalty imposed due to plagiarism / cheating
- A penalty imposed due to an act of misconduct and breach of code of ethics
- A refund decision
- A course extension decision

The complainant has the right to appeal any decision made by Onfit Training College and must follow the appropriate appeals procedure.

Natural Justice - is concerned with ensuring procedural fairness. It involves:

- Decisions and processes free from bias
- All parties having the right to be heard
- All parties having a right to know how and of what, they are involved/accused
- Investigating a matter appropriately before a decision is made
- All parties being told the decision and the reasons for the decision

5 Policy

Onfit Training College actively encourages feedback and dialogue with our students and trainers as part of its continuous improvement philosophy. Students have the right to complain or appeal if they feel that they have been unfairly treated in some way.

Complaints are welcomed as a means of ensuring that we identify and overcome problems faced by students and provide an opportunity to improve our business and/or the delivery of our training programs.


We have established an equitable and transparent processes for encouraging and dealing with feedback, complaints, grievances and appeals.

Our policy is governed by the following values and principles:

- All students will have a clear opportunity to express their view on their learning experience, whether positive or negative
- The process will be transparent, and no student will receive any disadvantage by expressing their views
- High-risk complaints, including allegations of sexual harassment, discrimination and bullying will be directed to the Onfit Training College Director
- Student feedback will be dealt with in a timely, confidential and open manner and students will be kept informed of all progress
- If the complaint is related to training, we will arrange a meeting with the trainer and student to discuss the issue and seek resolution
- All complaints will be acknowledged within five working days of receipt
- The Onfit Training College representative handing a complaint or appeal will be independent of the decision being reviewed (e.g. an assessor will not consider or decide an appeal against an assessment decision they made).
- Students are given the opportunity to escalate the complaint if they feel it has not been adequately addressed
- In the event of a complaint against an Onfit Training College trainer and assessor involved in an alleged breach of civil law, the matter should be reported directly to the Director of Onfit Training College so that the appropriate action may be taken
- Onfit aims to address any complaints within 14 days, however if a complaint is complex, it may take longer
- If more than 60 calendar days are required to process and finalise the complaint or appeal, Onfit Training College will inform the complainant or appellant in writing and include the reasons why this timeframe is required. Throughout this period, Onfit Training College will regularly update the complainant or appellant on the progress of the matter
- If the issue is not resolved to the satisfaction of the complainant, the matter may will be referred to the appropriate authority

All feedback will be analysed, and trends built into the company's continuous improvement process so that all students benefit from the learning of the feedback.

Current policy approval :

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|-----------------------------|----------------------|---|--------------|-------------------|---------------------|-------------------|
| RTO Quality Manager: | Rhonda Bacchi |  | Date: | 03/09/2019 | Review date: | 03/09/2020 |
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COMPLAINTS AND APPEALS PROCEDURE

1 Associated Policy

Complaints and Appeals Policy

2 Purpose

The purpose of this procedure is to:

- Detail the procedure for review and investigation of complaints and appeals
- Demonstrate a fair, equitable and confidential means of resolving complaints and appeals
- To ensure compliance with the Standards for Registered Training Organisations (RTOs) 2015, Standard 6 (Clause 6.1 - 6.6) must be considered in conjunction with this policy.

3 Scope

This complaints and appeals procedure will manage allegations involving the conduct of:

- Onfit Training College, its trainers, assessors and other staff
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- A student of Onfit Training College

4 Background

This procedure corresponds with Standard 6 of the Standards of Registered Training Organisations (RTOs) 2015 and is available on the Onfit Training College Website (in footer), to ensure availability to students.

5 Actions

Should a person have a complaint or appeal, the following steps are to be followed:

1. Discuss the issue directly with those involved to try and resolve it verbally.
2. If there is no resolution, the person should put the following information relating to the complaint or appeal in writing to the Onfit Training College Director at admin@onfit.edu.au or by post to: 124 Phillip Crescent, Barellan Point, QLD 4306.

This written notification can be made using 'Form 01 - Complaints and Appeals', which and must include:

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S:\Shared Folders\Staff Documents\Policies, procedures, workflows\Procedures\Complaints and Appeals Procedure Version 2.0.docx

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- A description of the complaint or appeal
- A statement about whether the person wishes to formally present their case
- Information about any prior steps taken to deal with the complaint or appeal
- What they would like to happen to fix the problem and prevent it from happening again

Assessment appeals must be submitted within two weeks of receiving your results

3. A written acknowledgement of receipt of the complaint/appeal will be forwarded to the complainant or appellant within five working days.
4. The Quality Manager will either deal with the issue personally or arrange for it to be dealt with by a management representative. The management representative will be independent of the decision being reviewed (e.g. an assessor will not consider or decide an appeal against an assessment decision they made). This review process must commence within two working days from the time the Quality Manager receives the written notification and a response/resolution must be presented within 14 working days.
5. The Quality Manager will:
 - Undertake a preliminary enquiry to determine nature of the complaint/appeal
 - Inform other relevant parties (if necessary)
 - Provide all parties an opportunity to present their case (with a support person and/or parent/guardian if a student is under 18 years of age)
 - Discuss with the parties any resolution and any arrangements required by the RTO
 - Record the outcome of discussion on 'Form 01 - Complaints and Appeals',
 - Provide the outcome in writing to the person (and other parties if relevant)
6. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14-working day period. If Onfit Training College expects more than 60 calendar days are required to process and finalise the complaint or appeal, the person will be notified in writing of the reason for the delay and kept informed of all progress.
7. Should the issue still not be resolved to the person's satisfaction, upon request, Onfit Training College will make arrangements for an independent party to resolve the issue. Onfit Training College will outline, in advance, any costs that may be incurred by the complainant or appellant. The person will be given the opportunity to formally present their case. Where suitable, the independent party selected to review complaints and appeals will be the Queensland Training Ombudsman, in which no cost will be incurred by the complainant or appellant. The time frame for this process will be determined by the third party facilitating the independent review. Details regarding timeframes will be shared with all parties.
8. If the person is still not happy with outcomes from the independent process, they may take their complaint to the VET Regulator - the Australian Skills Quality Authority. Information about the process can be found at: <http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/before-you-make-a-complaint---domestic-students.html> or National Complaints Hotline at <https://www.education.gov.au/NTCH>
9. From any substantiated complaints and appeals, the causes will be reviewed as part of the RTO's continuous improvement processes, and appropriate corrective action will be taken to prevent or reduce the likelihood of reoccurrence. Actions will be recorded on the Continuous Improvement Register.
10. Any complaint that is related to illegal activity e.g. theft, assault, will be immediately referred to the appropriate authority.

11. All documentation relating to complaints or appeals will be stored securely as per the Records Management Policy and Procedure and recorded on the Complaints Register.
12. The Onfit Training College Quality Manager will be personally responsible for the implementation and maintenance of this policy.

Current policy approval:

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|-----------------------------|---------------|----------------------|--------------|-------------------|---------------------|-------------------|
| RTO Quality Manager: | Rhonda Bacchi | <i>Rhonda Bacchi</i> | Date: | 23/09/2019 | Review date: | 23/09/2020 |
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