

# Complaints and appeals policy and procedure

ABN: 32 606 780 214

RTO no. 41206

v0719

## 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 complaint. Any *alffie* staff member can be involved in this informal process.
- Where escalation is requested to a Team Leader or Department Manager, the complainant will receive a response within 2 business days of requesting the escalation. A resolution to all informal complaints will be provided to the complainant within 7 days of the complaint being made.

## Formal Complaints

- Any student, potential student, or third party may submit a formal complaint to *alffie*. All complaints will be treated with integrity and privacy.
- Complainants have the right to access advice and support from independent external agencies / persons at any point of the complaint and appeals process. The complainant may be assisted or accompanied by a support person regardless of the nature of the issue or complaint throughout the process at all times.
- Any person wishing to submit a formal complaint or appeal can do so by completing the 'Complaints, Appeals and Feedback Form' and state their case providing as many details as possible. This form can be gained by contacting the *alffie* Support Team or via our [website](#). The team can be contacted by calling 1300 253 343 or emailing [support@alffie.com](mailto:support@alffie.com)
- All formally submitted complaints or appeals are submitted to *alffie's* RTO Compliance Board. 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)
- Complaints and Appeals Policy & Procedure
- The 'Complaints, Appeals and Feedback' form must be returned to the RTO no more than 14 days from receipt of the document. If the form is not returned in this time, or if the complainant declines to complete the form, the matter shall be considered closed and written confirmation of this shall be sent to the complainant.
- Upon receipt of the completed form, the RTO Compliance Board shall then refer the matter to the appropriate staff to resolve, or make a decision on the complaint within 30 days and keep

the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.

- Once a decision has been reached, the RTO Compliance Board shall inform all parties involved of any decisions or outcomes that are concluded in writing. Within the notification of the outcome of the formal complaint the complainant shall also be notified that they have the right of appeal. To appeal a decision the RTO must receive, in writing, grounds of the appeal. Complainants are referred to the appeals procedure.

## Appealing a Decision

- All students have the right to appeal decisions made by the RTO where reasonable grounds can be established. The areas in which a student may appeal a decision made by the RTO may include:
  - Assessments conducted
  - Deferral, suspension, or cancellation decisions made in relation to the student's enrolment
  - Or any other conclusion / decision that is made after a complaint has been dealt with by *alffie* in the first instance.
- To instigate the appeals process the student is to complete a 'Complaints, Appeals and Feedback Form' which is to include a summary of the grounds the appeal is based upon. The reason the student feels the decision is unfair is to be clearly explained and help and support with this process can be gained from the *alffie* Support Team.
- The 'Complaints, Appeals and Feedback' form must be returned to the RTO no more than 14 days from receipt of the document. If the form is not returned in this time, or if the student declines to complete the form, the matter shall be considered closed and written confirmation of this shall be sent to the student.
- The RTO Compliance Manager shall then 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.
- Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed:

## General appeals

- The RTO Compliance Board shall then 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 complainant shall be notified in writing of the outcome with reasons for the decisions within 30 days of the appeal being lodged.

## Assessment appeals

If a client (student or other client) is still dissatisfied with the decision of *alffie*, they may wish to seek legal advice or place a complaint about the RTO to ASQA directly.

If, after *alffie*'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 ASQA by completing the Complaint about a training organisation operating under ASQA's jurisdiction form. 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.

Australian Skills Quality Authority

- Melbourne – Level 6, 595 Collins Street
- Brisbane – Level 7, 215 Adelaide Street
- Sydney – Level 10, 255 Elizabeth Street
- Canberra – Ground Floor, 64 Northbourne Avenue Canberra City
- Perth – Level 11, 250 St Georges Terrace
- Adelaide – Level 5, 115 Grenfell Street
- Hobart – Level 11, 188 Collins Street

Ph: 1300 701 801

Email: [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au)

## Further information

If a client is still dissatisfied with the decision of the RTO, they may wish to seek legal advice or place a complaint about the RTO to ASQA directly.

# Complaints, appeals and feedback form

## Basic Information

Name Date

Phone

Postal  
address

Type (please select)

Idea or suggestion Complaint

Feedback Appeal

In relation to:

Please provide details, giving as much information as possible

Please provide details on what you would like to happen to fix your concern and/or prevent it from happening again.

Would you like this to be formally addressed? (please select)

Yes

No

Please list any supporting documentation you have attached.

Signature