

Complaints and Appeals

Complaints and Appeals Policy

ADE will handle all student complaints in a fair, efficient and equitable manner. All complaints must be lodged in writing. Our policy is to acknowledge receipt of complaint/appeal within 2 business days, investigate the issue and to provide a written response within 21 days of the complaint being received. Students have the right to appeal the outcome of any complaint. This policy does not deny the complainant the option to seek independent legal advice.

Complaints and Appeals Procedures

In the first instance, students are encouraged to discuss their concerns with their trainer. If the matter is not resolved, the student will be advised to submit a formal complaint in writing.

- Complaints received in writing will be referred immediately to the CEO/Sales and Marketing Manager for investigation.
- Acknowledgement of the written complaint will be sent within 2 business days.
- The CEO/Sales and Marketing Manager will speak with parties involved and will provide the student with a written response within 21 days of the complaint being received.
- The outcome of the investigation will be immediately applied to the student's record, where applicable.
- Students may appeal the outcome; however, appeals must be submitted within 5 days of receiving the outcome.
- The management team will review the appeal and may either uphold or overturn the original decision.

In the event that the matter is not resolved through the appeals process, students may elect to have the matter reviewed by an independent adjudicator. The CEO will arrange for an independent adjudicator to be appointed and will be by mutual agreement with the student.

The independent adjudicator shall contact the student to discuss the matter. The outcome of the discussion with the independent adjudicator shall be provided in writing to the student.

The outcome of the independent adjudicator will be reported to the management team, with any continuous improvement opportunities being addressed at that time. The independent adjudicator will not receive a fee for this service, except for travel costs which must be disclosed to both parties prior to the service being delivered.

The National Training Complaints hotline is accessible on 133873 and is available Monday to Friday from 8am to 6 pm. Students can also send complaints via email to skilling@education.gov.au.