

Complaints and Appeals Policy and Procedure

Complaints and Appeals Policy

ADE will handle all student complaints in a fair, efficient and equitable manner. All complaints must be lodged in writing. ADE will act on each substantiated complaint, concern or appeal.

Every effort is made by ADE to resolve the student's complaint or concern. Where a complaint or concern cannot be resolved internally, ADE provides an external mediator to hear the appeal.

Students, their employers and stakeholders are able to make complaints in relation to:

- ADE,
- its trainers and assessors,
- other ADE staff,
- third parties providing services on behalf of ADE, and
- other students of the RTO.

Students can also request an appeal if they are dissatisfied with an assessment decision made by a trainer assessor.

ADE does not deny the complainant the option to seek independent legal advice.

Complaints and Appeals Procedure

In the first instance, students are encouraged to discuss their concerns with their trainer or admin staff at ADE. If the matter can not be resolved verbally the student will be advised to submit a formal complaint in writing utilising the ADE's Complains and Appeals Form.

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

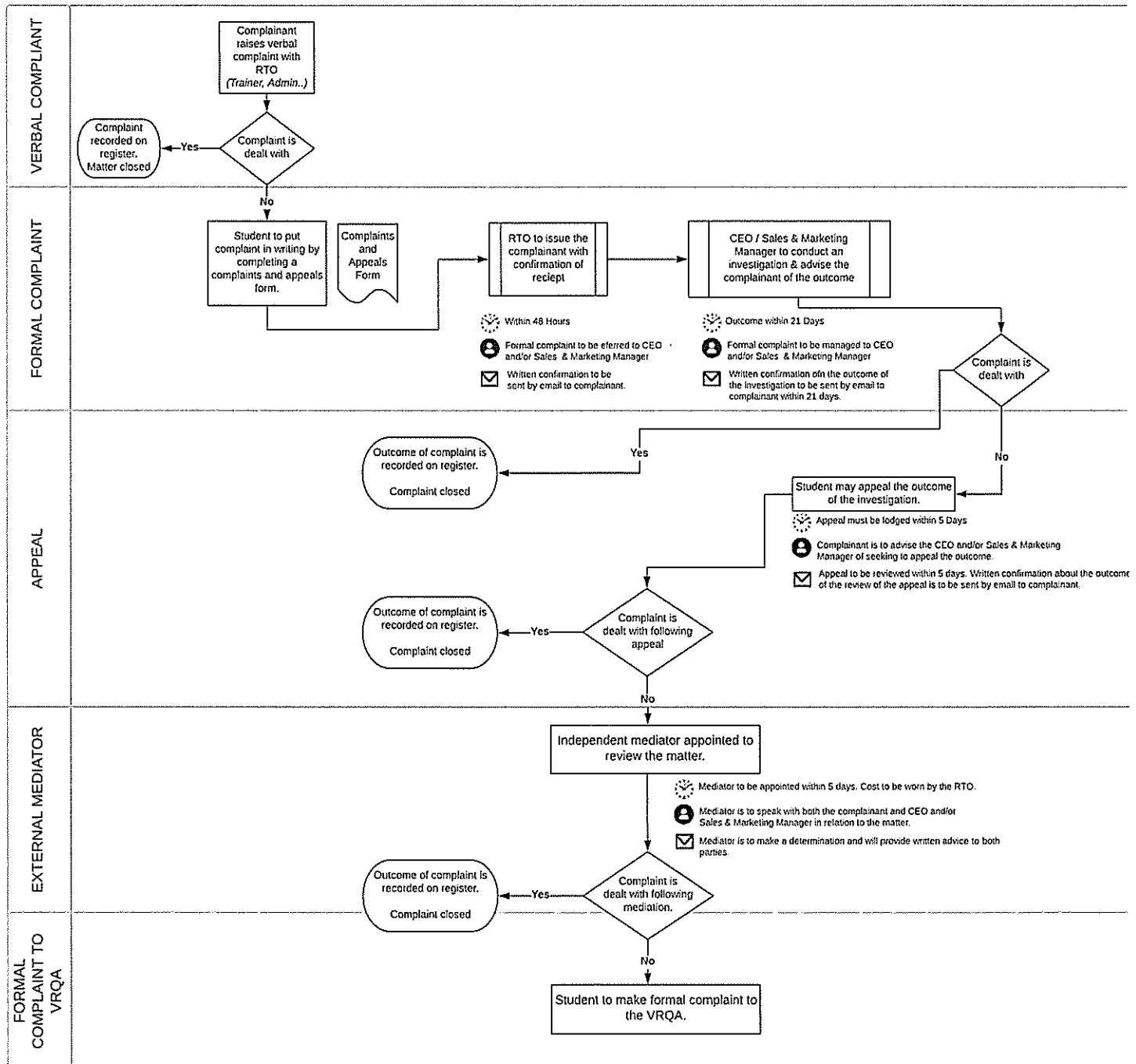
In the event that the matter is not resolved through the appeals process, students may elect to have the matter reviewed by an independent mediator. The CEO will arrange for an independent mediator to be appointed within 5 business days and will be by mutual agreement with the student.

The independent mediator shall contact the student to discuss the matter or meet face to face. The outcome of the discussion with the independent mediator shall be provided in writing to the student.

The outcome of the independent mediator will be reported to the management team. Following the complaint, the management team will discuss appropriate actions to be taken to prevent other complaints from occurring. The complaint details and outcomes will be logged on the ADE's Complaints and Appeals Register.

If the student is still dissatisfied with the outcome after ADE has engaged an external mediator, the student may lodge a complaint with the VRQA, more information can be found on their website: <http://www.vrqa.vic.gov.au/complaints/>

Students can also contact The National Training Complaints hotline. 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.





Assessment related appeals

If the student has been advised that they are Not Yet Competent but they believe that judgment has been made erroneously, the student may appeal the result. ADE will seek an independent review of the student's assessment by another qualified trainer assessor and will respond to the student in writing with the outcome and the reasons for the 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 mediator. The CEO will arrange for an independent mediator to be appointed and will be by mutual agreement with the student.

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

The outcome of the independent mediator will be reported to the management team, with any continuous improvement opportunities being addressed at that time.

If the student is still dissatisfied with the outcome after ADE has engaged an external mediator, the student may lodge a complaint with the VRQA, more information can be found on their website: <http://www.vrqa.vic.gov.au/complaints/>

Students can also contact The National Training Complaints hotline. 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.

Related documents

Complaints and Appeals Form