

## 1. POLICY AND PROCEDURE DETAILS

Document Reviewer	Executive General Manager, Education and Trauma Services
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Associated Forms	N/A
Relevant Policies and Procedures	<a href="#">RTO1.13 Managing Complaints and Appeals</a>
Relevant Legislation (RTO Standards)	<a href="#">6.1 – 6.5</a>

## 2. AIM

This policy deals with how complaints that are made about the Institute, its employees, students and other third parties are dealt with.

This policy also establishes a procedure for managing requests for a review of decisions made by the Institute or a third-party providing services on our behalf (including assessment decisions).

This policy will be made publicly available at the Institute’s website and also within the Institute’s Student Handbook. We will also ensure that this policy is made available to all prospective learners of the Institute who receive training and/or assessment services from a third party with whom the Institute has an agreement.

## 3. COMPLAINTS POLICY

The Institute will manage and respond to allegations involving the conduct of:

- the Institute, its trainers, assessors or other staff
- a third-party providing services on the Institute’s behalf, its trainers, assessors or other staff or
- a learner of the Institute
- in accordance with this policy.

A complaint can be lodged in any of the following ways:

- by approaching the Institute manager in person
- via email to: [admin@aisr.edu.au](mailto:admin@aisr.edu.au)
- in writing, addressed to the attention of the Manager of the Australian Institute for Social Relations, and delivered either personally or by mail to the Institute at 49a Orsmond Street Hindmarsh South Australia 5007

All complaints that we receive will be acknowledged in writing within 48 hours of their receipt.

The Institute will inform complainants that when a complaint is lodged it will take NO longer than 30 days to finalise.

If we consider that a complaint will take more than 60 days to finalise, we will write to the people involved explaining why more than 60 calendar days are required.

In all such cases we will regularly update the complainant on the progress of the matter.

The Institute will ensure that the person or person(s) who investigate any complaint received will be independent, and that any staff of the Institute who are implicated in the complaint will not be involved in formulating a resolution.

The Institute will make every attempt to ensure that any person about whom allegations are made as part of a complaint AND the person making the complaint will have an opportunity to tell their side of the story as part of the investigation process.

All formal complaints (those received in writing) will be the subject of a written outcome at the conclusion of the investigation process. This written outcome will be provided to the complainant. The Institute will also inform the complainant that they have the right to seek a review of the decision if they are not satisfied with it. Any such review will be conducted by a third party who is independent of the Institute. The Institute will refer the matter to the Skills Commission of South Australia to act as the independent third party for this purpose.

#### 4. KEEPING RECORDS

The Institute will ensure that we securely maintain records of all complaints and appeals and their outcomes in a register.

#### 5. APPEALS POLICY

The Institute will manage all requests for a review of a decision, including assessment of a decision made by the Institute or a third-party providing services on the Institute's behalf in accordance with this policy.

##### **Internal Stage**

Persons who wish to dispute assessment results or who have a complaint about the assessment process or program are encouraged to raise their concerns with the assessor or course coordinator in the first instance. Persons who wish to dispute any other decision such as cancellation of an enrolment may raise their concerns with the Training and Enrolments Coordinator.

Should this informal approach not resolve the person's concerns, the person may wish to lodge a formal request for a review of a decision.

A request for review of an assessment decision must be lodged within 30 days of the date of the original assessment decision.

All such requests must be made in writing, addressed to the attention of the Manager of the Australian Institute for Social Relations and delivered either personally or by mail to the Institute at 49a Orsmond Street Hindmarsh South Australia 5007 or via email to: [admin@aisr.edu.au](mailto:admin@aisr.edu.au)

All formal requests for a review of a decision, including assessment of a decision made by the Institute or a third-party providing services on the Institute's behalf will be acknowledged in writing within 48 hours of their receipt.

The Institute will inform applicants that when a request for a review of a decision is lodged, it will take NO longer than 30 days to finalise.

If we consider that a review process will take more than 60 days to finalise, we will write to the people involved explaining why more than 60 calendar days are required.

In all such cases we will regularly update the complainant on the progress of the matter.

The Institute will ensure that the person who makes the decision in relation to a request for review is independent of the decision being reviewed. For example, an assessor will not consider or decide an appeal against an assessment decision they made.

The assessor and the learner (if applicable) will be interviewed separately to find out whether there is any relevant information not contained in the learner's file.

Any cost associated with either a formal, or informal review, conducted by the Institute will not be passed on to the student. The student may be accompanied or assisted by another person throughout the process however they will be liable for any costs that their chosen support person charges.

All formal requests for review of a decision (received in writing) will be the subject of a written outcome at the conclusion of the investigation process. This written outcome will be provided to the applicant. The Institute will also inform the applicant that they have the right to seek a review of the decision if they are not satisfied with it. Any such review will be conducted by a third party who is independent of the Institute following the external stage below.

### **External Stage**

Where the student is not satisfied with the outcome of the internal review the matter will be referred to an independent third party.

The matter will be referred to the South Australian Skills Commission for further review.

There will be no cost passed on to the student for the external review. The student may be accompanied or assisted by another person throughout the process however they will be liable for any costs that the chosen support person may charge.

The outcome of the external review is final.

## **6. KEEPING RECORDS**

The Institute will ensure that we securely maintain records of all complaints and appeals and their outcomes in a register.

## **7. CONTINUOUS IMPROVEMENT**

Finalised complaints and appeals will be presented as reports at the next Institute management meeting. Each such report will identify the potential causes of each complaint/appeals and recommend appropriate corrective action (if required) to eliminate or mitigate the likelihood of reoccurrence.