

## COMPLAINTS & APPEALS POLICY

### Purpose

To ensure that complaints and appeals are addressed efficiently and effectively.

### Scope

Integrity Education Groups ensures that the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process. This applies to all complaints and appeals involving the conduct of the RTO, its trainers, assessors, other staff and students. If Integrity engage any third party to provide services on their behalf this policy will also be applicable.

### Procedure - Informal

We encourage our students/clients and staff to informally resolve complaints/appeals as we have found that most of these situations can be addressed and resolved on this level.

In the event if a complaint/appeal arises we request that students/clients first speak to their Trainer/Assessor or person/s their complaint and appeal is related to about their issue/s. We promote and request that parties involved try to resolve their issues with each other in an informal manner, with mutual respect.

However, we also understand that not all complaint/appeals can be resolved in an informal manner. We endeavour to have all informal complaint/appeals be brought to the attention of the Operations Manager and forwarded to the continuous improvement process if applicable.

## Procedure - Formal

In situations where the complaint/appeal cannot be resolved informally then the following process applies:

1. The complainant/appellant completes a Complaints & Appeals Form, which is available on our website within 5 days of the incident. The form should be sent to [education@integrity.edu.au](mailto:education@integrity.edu.au) for the attention of the Operations Manager or by post to Level 4, 84 William St, Melbourne, VIC 3000.
2. The Complaints & Appeals Form will be acknowledged in writing within 24 hours of receipt by the Operations Manager.
3. The Operations Manager will investigate the complaint/appeal and conduct separate interviews with all parties involved.
4. If there is a conflict of interest (e.g. if the complaint is about the Operations Manager) the complaint will be investigated by the CEO.
5. The CEO or delegate will make the final decision. The CEO will ensure that as far and as fairly as possible, the person making the complaint is satisfied with the outcome. However, Integrity Education will not be responsible for issues that are clearly and solely the student's/client's responsibility.
6. The person making the complaint/appeal will receive a written statement of the outcomes, including reasons for the decision within 21 working days of lodging their complaint/appeal. If a complaint/appeal is not rectified to the satisfaction of both parties, the CEO will call a meeting of the parties and have a third-party attend to mediate the dispute. (Note: Third Party mediator will be a person who is employed by the Dispute Settlement Centre of Victoria [www.justice.vic.gov.au](http://www.justice.vic.gov.au));

It is an ASQA and RTO Funding body requirements requirement that a student/client must go through the RTO's internal resolution process first before they can contact ASQA or RTO Funding Body. So the student must follow all RTO complaint/appeals resolution processes before contacting ASQA or RTO Funding Body to make a complaint.

If a complaint/appeal is still not resolved then the student/client is advised that they can visit this link <http://www.asqa.gov.au/complaints/making-a-complaint.html> and follow due process outlined by Australian Skills Quality Authority (ASQA) and/or the RTO Funding Body <http://www.education.vic.gov.au/about/contact/Pages/compliancecomplain.aspx>.

Integrity Education will always endeavour to resolve any issues the students/clients may have. All complaints/appeals and their outcomes will be recorded in our Complaints/Appeals Register. Information from this register will be used by Integrity Education to improve the quality of its services and reduce customer complaints/appeals.

### Related Documents

Complaints and Appeals Form

Complaints and Appeals Register (Office Use Only).