

Purpose

This policy provides clear and practical guidelines to ensure that complaints and appeals received about Integrity Education Group Pty Ltd (Integrity Education) relating to policies, processes, operations, academic outcomes and/or behaviour/actions of persons, trainers, staff and/or third parties can be resolved equitably and efficiently, and in accordance with the principles of natural justice.

Scope

This complaints and appeals policy will manage allegations involving the conduct of:

- Integrity Education, its trainers, assessors, other staff and students, and
- any third-party providing services on the RTO's behalf, its trainers, assessors or other staff (where this may be relevant to its operations).

Definitions

- Complaint - is any expression of dissatisfaction with an action or service of Integrity Education Group.
- Appeal - is where a person or staff member or stakeholder of Integrity Education Group or another interested party disputes a decision arising from a complaint, an assessment decision, or another decision made by Integrity Education Group.
- Natural Justice - is concerned with ensuring procedural fairness. It involves:
 - Decisions and processes free from bias
 - All parties having the right to be heard
 - All parties having a right to know how and of what, they are involved/accused
 - Investigating a matter appropriately before a decision is made
 - All parties being told the decision and the reasons for the decision
- Person – is the someone making the complaint (complainant or appellant) and can be a person, a group or an entity/organisation.

Responsibilities

The Operational/RTO Manager of Integrity Education is responsible for ensuring all staff are informed of their role and responsibilities in relation to complaints and appeals.

All staff, clients, students and suppliers of Integrity Education are expected to be responsible for their own behaviour; without interfering with any other individual's work performance or creating an intimidating, hostile, or an offensive working, learning or assessment environment.

Integrity Education will maintain a student's enrolment and/or withhold from finalising results while a complaint or appeal is undergoing resolution.

Refer to the Complaints and Appeals procedure for detail of responsible officers, timeframes, stakeholders' rights and how integrity is maintained.

Policy

- Integrity Education believes that a person, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, and without prejudice or fear of reprisal or victimisation.
- The person has the right to present the complaint or appeal formally and in writing.

- Integrity Education will manage all complaints and appeals fairly, equitably and as efficiently as possible.
- Integrity Education will encourage the parties to approach the complaint or appeal with an open mind, and to resolve problems through discussion and conciliation.
- Integrity Education seeks to prevent complaints by ensuring high levels of satisfaction with its training and assessment, its performance as an RTO and with its public image. If a complaint should arise, all staff are expected to be fair, courteous and helpful in all dealings with the person making the complaint or lodging the appeal, and to assist or refer where they can.
- Where a complaint or appeal cannot be resolved through discussion and conciliation, Integrity Education acknowledges the need for an appropriate external and independent person/party to mediate. The parties involved will be given the opportunity to formally present their case in an independent forum.
- Confidentiality will be maintained throughout the process of making and resolving complaints/appeals.
- Integrity Education seeks to protect the rights and privacy of all involved, and to facilitate the return to a comfortable and productive learning environment.
- A copy of this Policy is available to the public, all stakeholders, persons and staff via the Integrity Education website and is available in the RTO's Handbook. Information and contact details of external authorities who may be approached, is also included.
- If for any reason Integrity requires more than 60 calendar days to reach a decision Integrity will advise the complainant or appellant in writing and provide regular updates on the progress.