

## Complaints and Appeals Policy and Procedure

### Purpose

This document outlines Trainwest's commitment to a fair and just complaints and appeals process. In addition, it sets out the procedure for making a complaint or requesting an appeal. This document will assist in compliance with Clause 6.1 to 6.6 of the *Standards for Registered Training Organisations 2015*. This document is publicly available at all times on the Trainwest website or by contacting Student Support.

Trainwest's students have the right to lodge a complaint if the student is dissatisfied with the training and / or assessment services that Trainwest has provided. Students can also appeal an assessment decision if they feel they have been treated unfairly or discriminated against.

Trainwest has procedures and processes for dealing with complaints and appeals in relation to training and assessment activities and decisions. These processes and procedures are available to all students.

Trainwest will ensure that all complaints and appeals will be managed professionally and confidentially.

### Complaints

A complaint is an expression of dissatisfaction with an action, product or service provided by Trainwest.

Trainwest will manage and respond to complaints involving the conduct of:

- a) Trainwest, its trainers, assessors or other staff
- b) a third party providing services on Trainwest's behalf, its trainers, assessors or other staff or
- c) a student of Trainwest.

### Complaints Procedure

Prior to submitting a complaint, students who are concerned with the training, assessment, support services or administration process should in the first instance consult with the person directly involved in order to gain clarification of the matter.

If the student is not satisfied with the response or resolution offered, the following procedure will apply.

- » Any person may submit a complaint directly to the Directors of Trainwest verbally or in writing by emailing [feedback@trainwest.com.au](mailto:feedback@trainwest.com.au)
- » The documentation should clearly state what the complaint is about and should include where possible any evidence to support the complaint
- » A complaint must be submitted by the complainant within twenty eight (28) days of the incident / allegation occurring
- » Trainwest will acknowledge the complaint and explain the process available to the student in writing within one working day
- » The Directors of Trainwest will discuss the issue with both the complainant, the trainer and assessor, the staff member and / or any relevant parties.

- » If the matter cannot be resolved in house, Trainwest will arrange for mediation in which the complainant may be accompanied by a third party of their choice to support them
- » The Directors of Trainwest will provide the student with the result of the complaint within seven working days of the decision being made.
- » All parties will receive written notification of the result. This will include a written notification of the outcome and the reason for the decision made.
- » Trainwest will record the complaint in the Continuous Improvement Register
- » Any actions of improvement identified during the complaint process will be recorded on the Continuous Improvement Register and actioned within the agreed timeframes

All complaints will be attended to promptly, confidentially and within the timeframes of the investigation. Appropriate action will ensure that all rights of the parties will be respected.

However if it takes more than sixty (60) calendar days to process or to finalise a complaint, the Directors of Trainwest will inform the complainant in writing of the reason for the timeframe and regularly update the complainant of the progress.

### **Appeals**

An appeal is usually centred on an assessment decision and judgement as to whether competency has been achieved and demonstrated.

Prior to submitting an appeal, students who are concerned about or disagree with an assessment decision, should in the first instance consult with the trainer and assessor who made the assessment decision in order to gain clarification on the basis of the assessment decision.

If the student is not satisfied with the response or resolution of it, they may submit an appeal.

### **Appeals Procedure**

- » Persons may submit an appeal verbally to the Directors of Trainwest or in writing or via [feedback@trainwest.com.au](mailto:feedback@trainwest.com.au) for any decision, including assessment decisions made by Trainwest within ten working days
- » An appeal against an assessment decision must be submitted in writing and signed by the student making the appeal within twenty eight (28) working days, of the date of the result notification
- » The appeal should clearly state what grounds the appeal is based on and should include the evidence available to support the claim
- » If lodging an appeal against an assessment decision, the student must state the relevant assessment criteria or unit of competency the appeal relates to
- » Trainwest will acknowledge the appeal in writing within one working day.
- » Appeals must be recorded in the Continuous Improvement Register within 24 hours of receiving the appeal
- » The Directors will discuss the issue with the student, the trainer and assessor and any other relevant parties
- » If the matter cannot be resolved in house, Trainwest will arrange for mediation in which the student making the appeal may be accompanied by a third party of their choice to support them
- » Trainwest will provide the student with the result of the appeal within seven (7) working days of the decision being made

- » All parties will receive written notification of the result. This will include a written notification of the outcome and the reason for the decision made.
- » Trainwest will record the appeal in the Continuous Improvement Register
- » Any actions of improvement identified during the process of the appeal will be recorded on the Continuous Improvement Register and actioned within the agreed timeframes

All appeals will be attended to promptly, confidentially and within the timeframes of the investigation. Appropriate action will ensure that all rights of the parties will be respected.

However if it takes more than sixty (60) calendar days to process or to finalise an appeal, the Directors of Trainwest will inform the student making the appeal in writing of the reason for the timeframe and regularly update them of the progress.

Staff delivering training and assessment services on behalf of Trainwest will be required to:

- » Provide timely guidance to all course participants regarding the assessment appeals procedure.
- » Clarify any aspects of the assessment results that a student does not understand.
- » Provide guidance to each student that requests the opportunity to appeal at [feedback@trainwest.com.au](mailto:feedback@trainwest.com.au)

#### **Complaints and appeals records**

The Directors of Trainwest will maintain records of all complaints and appeals and their outcomes. These will remain retrievable through the Student Management System.

#### **Complaints and appeals risk assessment**

Trainwest developed *TW-SCHED-004 Complaints and Appeals Risk Assessment* to assist in identifying potential causes of complaints and appeals and proposes appropriate corrective actions to eliminate or mitigate the likelihood of reoccurrence. Any subsequent complaint or appeal is added to this document.