

PP004 Complaints and Appeals Policy

Purpose

- To inform students of options and steps which are followed when a complaint or appeal is entered into.
- To provide a process by which complainants are guided towards a fair, equitable and timely outcome.
- To provide a process in which complainants have an avenue of appeal should a satisfactory resolution not be reached.
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Scope

This policy applies to students and prospective students regardless of course, location, mode of study or place of residence and covers both academic and non-academic matters (refer to definition of terms).

Policy Principles

EmployEase encourages students to provide both positive and negative feedback on our performance. We are committed to continuous improvement and approach complaints as an opportunity to refine and improve our service delivery.

EmployEase is committed to providing an environment in which complaints (formal or informal) and appeals are received without fear of discrimination or victimisation.

Students are encouraged to raise any matters of concern involving the conduct of EmployEase, its trainers, assessors, staff or other learners, the quality of training delivery or assessment, student amenities, discrimination, sexual harassment or any other issues which may arise.

There are a range of mechanisms available for students to provide feedback. EmployEase adopts a tiered approach to how feedback is handled. This provides students the opportunity to identify the level of their concern and to provide input as to how they wish EmployEase to address the matter (refer to the definition of terms above).

All complaints are investigated and where opportunities for improvement are identified strategies are implemented and recorded in the Continuous Improvement Register. At any interview or meeting that takes place in relation to a complaint, the complainant may be accompanied and assisted by a third party of their choosing for support or advice.

This policy provides an avenue for most complaints to be addressed; however, in some cases alternative measures may need to be explored. EmployEase will encourage the parties to approach a complaint with an open view and to attempt to resolve problems through discussion and conciliation and at an internal level; there are no costs associated with this process.

Where a complaint cannot be resolved through the EmployEase complaints process the complainant has the right to refer the matter to ASQA.

All complaints and appeals must follow the EmployEase complaints process. Complaints and appeals will be acknowledged in writing and handled professionally to best support a satisfactory outcome. All complaints and appeals will be managed fairly, equitably and as efficiently as possible. Parties involved in allegations, will be informed of the complaint and provided with the opportunity to present their side of the matter. EmployEase will strive to resolve any complaints/appeals within 15 working days. Where this timeframe is not practicable EmployEase will inform the complainant/appellant in writing, outlining the reasons why and regular updates will be provided until the matter is resolved.

Students will be notified in writing, of outcomes of all formal complaints/appeals, including reasons for the decision. Outcomes will be decided based on current Government Legislation, Standards for RTOs 2015, EmployEase Policy and Procedures, Rules of Evidence, Principles of Assessment and natural justice principles.

All parties will have a clear understanding of the steps involved in the complaints and appeals procedure.

Students will be provided with details of external authorities they may approach, if required.

- Formal complaints must be lodged within 4 weeks for prospective students and 12 months of completion or withdrawal from the course for students/ graduates using the EmployEase Complaints process
- Appeals can be lodged within 1 month of a formal complaint outcome
- Assessment Result Appeals can be lodged within 2 weeks of assessment

Individuals have the option to register a complaint while anonymous or using a pseudonym. It may be impracticable, however, to investigate and resolve an individual's particular complaint unless the complainant provides their name or similar information.

Once formal complaints and appeals are finalised, they will be presented to the management team where they are reviewed to see if there is a need to change any procedures or practices.

EmployEase will, at all times and in good faith respond to and cooperate with the Victorian Department of Education and Training and any other government authority or regulatory body in the resolution of any student complaint made to, or any other issues raised with the particular government authority or regulatory body in relation to EmployEase delivery of training services.

Records

Records of complaints and appeals are retained for 5 years. Whilst these records are treated as 'Private and confidential' they are accessible to complainants upon receipt of written request.

Complaints and Appeals Procedure

Informal Complaints

EmployEase encourages all students and prospective students who have concerns relating specifically to the delivery of training and/or assessment to discuss the matter with the relevant Trainer/Assessor or Lead Trainer. If the matter is not resolved satisfactorily or if the complainant is not comfortable to address the matter directly the matter should be referred to the Training Manager (ph. 9761 2156).

The Manager will endeavour to resolve the matter informally. Should this not be possible, the complainant will be supported in lodging a formal complaint.

Should the informal complaint relate to an issue or concern about a member of the EmployEase staff students are encouraged to contact the National Vocational Training Manager (ph. 97612156) who will endeavour to resolve the matter informally. Should this not be possible, the complainant will be supported in lodging a formal complaint.

Lodging a Formal Complaint

1. Complete an EmployEase Complaints Form. Forms can be downloaded from www.employease.com.au
Submit the completed form to EmployEase by email admin@employease.com.au
2. or mail to:

National Vocational Training Manager
EmployEase Pty Ltd
Level 3, 312 St Kilda Road
MELBOURNE VIC 3004

Formal Complaints must be lodged within 4 weeks for prospective students and 12 months of completion of course class times for students/ graduates.

Upon receipt of a Formal Complaint Form, the RTO Operations Manager will conduct an internal review. Where the National Vocational Training Manager identifies a conflict of interest, or the complaint cannot be resolved satisfactorily, the complaint will be referred to the CEO.

EmployEase will strive to resolve any complaint within 15 working days of lodgement. All parties will be notified of the outcome of a formal complaint, including reasons for the decision.

If the complaint cannot be resolved to the satisfaction of the complainant, the complainant will be directed to ASQA at www.asqa.gov.au/complaints/complaints.html

Assessment Result Appeal

Assessment is the process of collecting evidence and making judgements about whether competency has been achieved. Assessments are carried out in accordance with the Principles of Assessment and Rules of Evidence.

Students who feel they have been assessed unfairly should discuss their concerns with the assessor directly. If the matter is not resolved satisfactorily, it should be taken to the National Vocational Training Manager in an attempt to resolve the issue at an informal level. Should the student still be dissatisfied, they have the right to lodge a formal Assessment Result Appeal.

Assessment Result Appeals must be lodged within 2 weeks of receiving the assessment result.

Lodging an Assessment Result Appeal

The student is the only person who can lodge an assessment result appeal.

1. Complete an EmployEase Assessment Result Appeal Form. Forms can be downloaded from www.employease.com.au
2. Submit the completed form to EmployEase by email admin@employease.com.au or mail to:

National Vocational Training Manager
EmployEase Pty Ltd
Level 3, 312 St Kilda Road
MELBOURNE VIC 3004

Assessment Result Appeals will be reviewed against the Principles of Assessment and the Rules of Evidence.

EmployEase will strive to resolve any Assessment Result Appeals within 28 working days of lodgement. Students will be notified of the outcome, including reasons for the decision.

External Review

If the formal Assessment Result Appeal cannot be resolved internally, EmployEase will direct the participant to the Australian Skills Quality Authority (ASQA).

Information about ASQA can be found at www.asqa.gov.au

Complaints Form

Name of Student:

Address:

Phone Number:

Email Address:

Course:

Date of Complaint:

Details of Complaint
(Please attach additional pages if required)

Resolution Action
(Please indicate what outcome you are seeking)

Student Signature:

Date:

To be completed by the RTO

Action to be taken to address the complaint:

Action taken by: _____

Date: ___/___/___

Student Notified of Outcome: Yes

Student Notified via: Email Letter

Date: ___/___/___

Complaint Review

Person Reviewing: _____

Date: ___/___/___

Agreed Action Complete and Complaint Effectively Dealt With: Yes No

If no, detail further action(s) to be taken:

Signature: _____

Date: ___/___/___

Assessment Result Appeal Form

Name of Student: _____

Contact Details: _____

Name of Assessor: _____

Date of Assessment: _____

Unit(s) under appeal: _____

Reason for Appeal

Have you requested the assessor(s) to reconsider the decision? Yes No

Candidate Signature: _____

Date: ____/____/____

Office use:

Date received: ____/____/____

Name: _____
Received by _____
signed: _____

Copy forwarded to: _____

To be completed by the RTO

Assessment Result Review Process

Reviewed by: _____

Date: ___/___/___

Reviewed by: _____

Date: ___/___/___

Student Notified of Outcome: Yes

Student Notified via: Email Letter

Date: ___/___/___

Student Satisfied with Outcome: Yes

No

If no, detail further action(s) to be taken:

Signature: _____

Date: ___/___

Roles and Responsibilities

Role/Decision/Action	Responsibility	Conditions and limitations
This policy supports EmployEase by Healthcare Australia's commitment to upholding the highest standards when reviewing complaints and appeals.	National Vocation Training Manager	Where outcomes can not be determined, ASQA or State Training Authorities may be consulted.

Related Documents

Legislation and Standards	Standards for Registered Training Organisations (RTOs) 2015
Reference Policies, Procedures and Supporting Documentation	Complaints and Appeals Policy and Procedure

Version control and accountability table

Accountable Area		Vocational Training		
Responsible Officer		Head of Education		
Review Date		March 2025		
Approved by				
Head of Education				
Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
V2024.01	Quality and Administration Manager	<ul style="list-style-type: none"> Reformatting and revision of previous policy 	18/03/2024	18/03/2024

Definitions

Academic Matters	Course related matters that may include student progress, assessment, curriculum and awards in a course.
Non-Academic Matters	May include harassment, vilification or discrimination; personal information held or financial matters; application and/or selection decisions.
Formal Complaint	A formal complaint is a written expression of dissatisfaction where the complainant is seeking rectification / resolution in line with Employ-Ease Complaints and Appeals policy and procedure.
Informal Complaint	An informal complaint is an expression of dissatisfaction where the complainant brings a matter to the attention of Employ-Ease through a process of discussion and conversation and may not wish further involvement in the resolution process. Informal complaints are of a low level of risk.
Assessment Result Appeal	An assessment result appeal is the process by which a person disputes an assessment outcome. Students have the right to appeal an assessment outcome if they feel they have been unfairly disadvantaged or discriminated against.
Principles of Assessment	There are 4 principles which underpin competency-based assessment: <ul style="list-style-type: none"> • Validity • Reliability • Fairness • Flexibility
Rules of Evidence	Supports quality assessment by ensuring that assessment produces evidence which is: <ul style="list-style-type: none"> • Valid • Sufficient • Current • Authentic