

Complaints and Appeals Procedure

Purpose

This procedure outlines Eightfold Institute of Australia (*hereafter known as EIA or the Institute*) approach to managing complaints and appeals and ensures that all clients, students, staff, employers and other stakeholders are aware of the steps to take to have their complaint or appeal addressed appropriately.

This procedure provides an avenue for all complaints and appeals to be addressed in a fair, efficient and confidential manner.

Assessment appeals are referred to separately in this procedure.

Definitions

Complaint – a person’s expression of dissatisfaction with any service provided by EIA.

Appeal – a request to review a decision that has previously been made.

Procedure

1. Assessment appeals

	Steps	Responsibility
1.1	Lodge an assessment appeal. <ul style="list-style-type: none"> ◆ Students have the right to appeal an assessment decision. ◆ Assessment appeals should be made in writing attention to the Assessors within twenty (20) days of the original assessment decision being made. ◆ The student should provide details of why they are appealing the assessment decision. 	Student
1.2	Review the assessment <ul style="list-style-type: none"> ◆ The Assessors will organise for the assessment to be reviewed. ◆ The outcome of the assessment appeal will be advised in writing to the student within 20 days. The student will be advised if additional time is required due to special circumstances. 	Assessors
1.3	Record the appeal <ol style="list-style-type: none"> a) Record the details of the appeal on the Appeals Register. 	Staff involved in dealing with the appeal.

2. Stage 1 – Addressing concerns and difficulties

	Steps	Responsibility
2.1	Discuss concerns and difficulties <ul style="list-style-type: none"> ◆ Wherever possible, students and clients should attempt to resolve concerns or difficulties directly with the person(s) concerned to deal with the issue before it becomes a formal complaint. EIA’s trainers and Operations Manager are available to assist students to resolve their 	Complainant and relevant RTO staff

Complaints and Appeals Procedure

	Steps	Responsibility
	issues at this level.	

3. Stage 2 – Formal complaint

	Steps	Responsibility
3.1	<p>Make complaint in writing.</p> <ul style="list-style-type: none"> ◆ Formal complaints should be made in writing and made attention to the Operations Manager. ◆ When making a complaint, provide as much information as possible to enable EIA to investigate appropriately and determine an appropriate solution. This should include: <ul style="list-style-type: none"> ○ The issue you are complaining about – what happened and how it affected you. ○ Any evidence you have to support your complaint. ○ Details about the steps you have taken to resolve the issue. ○ The complainant is invited to include suggestions about how the matter might be resolved. 	Complainant
3.2	<p>Acknowledge receipt of complaint.</p> <ul style="list-style-type: none"> ◆ Provide receipt of the complaint to the complainant within five (5) working days. ◆ Enrolment status – Students should be advised that choosing to access this policy and procedure, will not affect their enrolment status during the complaints handling process. ◆ Record the details of the complaint on the Complaint Register. 	EIA Administration
3.3	<p>Investigate and review the complaint.</p> <ul style="list-style-type: none"> ◆ Upon receiving the complaint, investigation into the matter will take place to ensure EIA has accurate, complete and relevant information. ◆ All reasonable measures must be taken to finalise the process as soon as practicable and within twenty (20) days. If the matter is particularly complex and goes onto stage 3 of the complaints process or further, the matter may take longer to resolve and would take up to five (5) working days. ◆ EIA may request further details from the complainant and /or respondent (if applicable). This may be in writing, over the phone, or by face-to-face interview with the complainant and/or respondent(s). ◆ The Operations Manager will review the information and decide on the appropriate actions to be taken. 	EIA relevant person
3.4	<p>Recommend resolution and provide report to complainant – within ten (10) days.</p>	Operations Manager

Complaints and Appeals Procedure

	Steps	Responsibility
	a) The Operations Manager will provide a written response to the complainant on the steps taken to address the complaint, which will include recommendations and reasons for their decision. b) The response will further advise the complainant of their right to access the internal appeals process if they are not satisfied with the outcome of the formal complaint process. c) Update the complaints register on the outcome of the complaints process.	supported by admin where required

4. Stage 3 – Internal appeal

	Steps	Responsibility
4.1	Lodge appeal to management team. a) If the complainant is dissatisfied with the outcome of the complaints process and or outcome, they may lodge an appeal to the Management team within five (5) working days of the decision being made. b) The complainant may request for an independent party (mediator) to be involved in the process. A complainant can bring a support person in a meeting as an Observer only. They will not participate in the meeting and discussion. The outcome of the resolution will be solely in between the complainant and EIA. No person from legal profession can be accompanied with the complainant as a support person. c) Additionally, EIA may decide to call upon an independent mediator to assist to resolve the issue where a decision cannot be reached internally. This will be organized at EIA's cost. d) If the complainant doesn't appeal within five (5) working days, all further appeal will be declared null and void unless extenuating circumstances prevail.	Complainant
4.2	Investigate the details of the original complaint and decide on outcome of internal appeal within ten (10) working days. <ul style="list-style-type: none"> ◆ An appropriate person or committee will be appointed to consult with the complainant, respondent and other relevant parties, including those involved in making the original decision. This may be in writing, over the phone, or by face-to-face interview with the complainant and/or respondent(s). The complainant or respondent may ask another person to accompany them to face-to-face meetings. ◆ Following the consultations, the management team will meet to decide on an appropriate resolution. ◆ The management team will then provide a written response to the complainant, advising the outcome of the internal appeal. ◆ The response will further advise the complainant of their right to access external complaints and appeals mechanisms if they are not satisfied with the outcome of the internal appeal. 	Management team or delegate

Complaints and Appeals Procedure

	Steps	Responsibility
	<ul style="list-style-type: none"> Record on the Appeals Register. 	
4.3	<p>Provision of Information about avenues for external complaints</p> <ul style="list-style-type: none"> Complainants will be advised about the manner in which they can raise external complaints and appeals e.g. ACPET (http://www.acpet.edu.au/) Administrative Appeals Tribunal (http://www.aat.gov.au) <p>If the complaint still remains unresolved, the complainant may refer the matter to below:</p> <ul style="list-style-type: none"> Consumer Affairs Victoria (http://www.consumer.vic.gov.au/) 	Management team or delegate

5. Stage 4 – External complaint or appeal

	Steps	Responsibility
5.1	<p>If dissatisfied, the applicant may lodge an external complaint or appeal.</p> <ul style="list-style-type: none"> If the complainant is dissatisfied with the outcome of the internal complaints and appeals processes, they may take their matter further by lodging their complaint or appeal with an external organisation, at the complainant's cost. 	Complainant
5.2	<p>Respond to external complaints</p> <ul style="list-style-type: none"> If contacted by its registering body or any other relevant complaint body EIA will co-operate fully in the process of handling the complaint. This will include and not be limited to providing full access to the relevant student file/s and the internal complaints records where permitted to do so by law. All staff will be instructed to cooperate with such instances and to give an accurate account of the events, as they understand them. 	Staff and Management of EIA as required

6. Records of complaints, appeals and their outcomes

	Steps	Responsibility
6.1	<p>Record complaint, appeals and outcomes.</p> <ul style="list-style-type: none"> During and after any complaint or appeal, appropriate actions will be taken by EIA to prevent the cause of the complaint and/or appeal from recurring through its Continuous Improvement and Quality Assurance policy and procedures. Complaint and appeal details and outcomes will be logged on EIA's Complaints and Appeals Registers for review and discussion at Management Meetings to ensure that if any improvements can be made to avoid a similar issue in the future, this will be acted upon. The Operations Manager will ensure that any recommendations made are implemented within thirty (30) days of being notified of the recommendations. 	Staff involved in dealing with a complaint and Management Team.

Complaints and Appeals Procedure

	Steps	Responsibility
	<ul style="list-style-type: none">♦ All formal complaints and appeals would be discussed at appropriate meetings.	