

# Complaints and Appeals Policy and Procedure

## Policy

EIM Training/EIM International are committed to responding to the needs of Students and providing the service expected by Students. In the event that Students are not happy with any aspect of the service received, EIM Training/EIM International takes the opportunity to address the issue. Students are encouraged to contact EIM Training/EIM International with any concern or cause for dissatisfaction (complaints) or if they disagree with an assessment result, disciplinary action, progression or financial decision made by EIM Training/EIM International they have been issued (an appeal).

The complaints and appeals process is made publicly available via the RTO's website.

## Definitions

### Complaints

Complaints are the expression of the dissatisfaction with the quality or any aspect of the business operations and service, including nuisances, discrimination or similar against another person, inclusive of Students, Staff and Contractors.

There are various grounds for lodging a complaint. These include but are not limited to:

- Enrolment.
- Training delivery.
- Training and/or assessment, including Recognition of Prior Learning (RPL).
- Any other activities associated with the delivery of training and assessment services.
- Issues such as discrimination, sexual harassment, student amenities, etc.

### Appeals

Appeals are the expression of the dissatisfaction of a result of an initial complaint response. This occurs when the complaint has been lodged and responded to as per the complaints and appeals process.

There are various grounds for lodging an appeal. These include, but are not limited to:

- Not being fully informed of the assessment process.
- Student's needs not taken into consideration.
- Alleged bias of the Trainer/Assessor.
- Faulty or inappropriate equipment or facilities on campus.
- Progression warning process.
- Refund request and late payment warnings.

## Procedure

1. All Employees/Contractors and prospective Students are provided with a copy of the Complaints and Appeals Procedure in either the Staff or Student's Handbook.
2. All appeals against college response to complaints must be lodged within 20 working days of receipt of the response.
3. All complaints and appeals are handled professionally and confidentially in order to achieve a satisfactory resolution.
4. All parties have a clear understanding of the steps involved in the procedures.
5. Each Student is provided with the opportunity to present his or her case at each stage of the process.
6. All complaints and appeals are managed fairly and equitably and as efficiently as possible.

7. All discussions relating to formal complaints and appeals are recorded in writing and the Appellant/Complainant provided with a written statement of the outcomes, including reasons for the decision.
8. EIM Training provides Trainers and/or Students with details of external authorities that they may approach with respect to their complaint if required.
9. EIM Training endeavours to resolve any complaint referred to it by ASQA within 10 working days of its receipt of the complaint.
10. This policy provides an avenue for most complaints and appeals to be addressed. However, in some cases, alternative measures are explored.
11. EIM Training encourages all parties to approach a complaint or appeal with an open view and attempt to resolve issues through discussion and conciliation. Where resolution cannot be achieved through discussion and conciliation EIM Training acknowledges the need for an appropriate external and independent agent to mediate between the parties.
12. Once finalised a review of the appeal is undertaken and actions implemented to reduce the likelihood of the same issue occurring in the future.
13. Records relating to the complaint or appeal including the associated registers are securely retained.

## Complaints

**First instance:** If a situation arises, Students are encouraged to speak immediately with their Trainer. If the Student is not comfortable addressing the issue with the Trainer they are encouraged to contact Student Services.

**Second instance:** If the issue is not resolved after consultation with the Trainer and/or Student Services, the Student is encouraged to lodge a complaint form. This form will be addressed with the student by the General Manager within 5 days.

**Third instance:** If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representative(s) e.g. Anti-discrimination board or other relevant personnel. Outcomes of complaints are provided to the Student in writing within 5 working days of the decision.

**Fourth instance:** If the Student is not satisfied with the outcome of this procedure they should be advised of their right to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at: <http://www.asqa.gov.au/complaints/complaints-about-training-providers>

All complaints, irrespective of the outcome must be recorded in the Complaints Register detailing:

- Date of complaint.
- Student name.
- Complaint details.
- Complaint outcome.
- Outcome date.

If at any point throughout the complaint it is anticipated that the process will take longer than 60 days, the person submitting the complaint is advised of the delay and the reason for the delay.

The Complaints Register is managed and maintained by Student Services, complaints must be updated within the register as soon as is possible, no later than 2 working days after the complaint is received. The outcome of the complaint is recorded in the Complaint Register as soon as possible, no later than two (2) working days after the outcome determined.

The Complaints Register is saved electronically in the RTO's internal management system.

A review of the complaint is undertaken and actions implemented to reduce the likelihood of the same complaint being reported in the future.

## Appeals

### Step 1

The Student appealing against a complaint outcome lodges an appeal within 20 days of receipt of complaint outcome. This form will be sent to the General Manager and CEO.

### Step 2

The General Manager and CEO will review the appeal within 5 days of it being submitted. The General Manager and CEO will then address the appeal in writing to the student.

### Step 3

If the Student is not satisfied with the outcome of this procedure they are advised of their right to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at:

<http://www.asqa.gov.au/complaints/complaints-about-training-providers>

If at any point throughout the appeal it is anticipated that the process will take longer than 60 days the person appellant is advised of the delay and the reason for the delay.

## Supporting Documents

- Complaints Form
- Appeals Form
- Complaints Register
- Appeal Register