**1. AIM**

1.1 To ensure any complaint or appeal is dealt with in a fair, effectively and timely manner.

1.2 Australian Automotive Training encourages and values client’s views and opinions. Benefits of encouraging open communication processes provides Australian Automotive Training with:

* More valuable feedback on which to base continuous improvement activities
* Issues are less likely to escalate into formal complaints
* Learners/clients are more likely to be satisfied which positively affects attrition rates and learner/client referrals

1.3 The Student Handbook explains Australian Automotive Training complaints and appeals process to students/clients. The information describes the processes:

* To make a compliant or appeal
* To present their case
* To access an independent arbiter
* To be clearly informed on the outcomes of the compliant or appeal
* To resolve complaints and appeals in a realistic, fair and timely manner.

**2. APPEAL PROCESS**

2.1 Complaints and appeals are monitored and reviewed to prevent their recurrence and to improve the operations and services provided by Australian Automotive Training.

2.2 A participant enrolled in a course, who is seeking to appeal against an academic decision or other procedural matter (i.e. a decision to exclude a learner from a program), will be given the opportunity to present their case. The appellant should undertake the following steps:

1. In the first instance an informal approach is to be made to the course facilitator with any new evidence or clarification of existing evidence.
2. Assessment will be reviewed having due regard to submissions made by the participant. A meeting minute or diary note needs to be placed in the student’s file describing the topics discussed, identifying the people present, and the outcomes and/or resolution of the appeal.
3. Where the participant is still dissatisfied with the decision a request is to be made to Australian Automotive Training, in writing, for a facilitator who has not been involved in the original decision, to review the decision. The participant will need to submit a copy of the marked assessment plus a copy of their original submission.
4. A copy of the letter of appeal is to be filed on the relevant participant’s file.
5. If the participant is dissatisfied with the decision of the independent facilitator, a written notice of appeal may be lodged to Australian Automotive Training requesting an independent review by an external appeal consultant.
   1. Appeals will be accepted up to fourteen (14) days from the date an assessment result was received.

2.3 All appeals received will be written into the Form 002B\_Improvement Request and recorded for review by General Manager and staff as nominated by them at the next meeting.

2.4 A written response, advising of the outcome of the appeal, will be provided to the participant, within 21 days of finalising the process.

2.5 If the complainant is still not satisfied, then Australian Automotive Training will set up a grievance panel, made up of a minimum of two people who are external to the organization from the following areas to review the assessment:

* VET fixed term contract employees and
* Industry representatives.

The client or learner will also be invited to attend Panel and to have a representative present.

**3. COMPLAINT PROCEDURE**

3.1 A participant enrolled in a course who has a complaint, on any matter, other than academic decisions**,** will be given the opportunity to present their case. The participant should undertake the following steps.

1. Complaints may be made over the telephone or in person. Staff should attempt to address these problems on the spot. In the first instance, an informal approach is to be made to the person with whom the participant has the complaint, in order to see if the matter can be resolved in a mutually satisfactory way. A meeting minute or diary note needs to be placed in the student’s file describing the topics discussed, identifying the people present, and the outcomes and/or resolution of the compliant.
2. If the matter is not resolved to the satisfaction of both parties, a request must be made to Australian Automotive Training, in writing, for a facilitator who has not been involved in the complaint, to review the complaint and have the matter resolved.
3. If the participant is still dissatisfied, a written notice of complaint may be lodged with Australian Automotive Training requesting an independent review by an external grievance consultant, or appropriate body.
4. A copy of the letter of complaint is to be filed on the relevant participant’s file.
   1. A complaint, if not resolved informally, must be lodged in writing no later than (14) days from the date of the incident considered to have caused the complaint.
   2. Any complaint received by the Australian Automotive Training office, will be written into the Form 002B\_Improvement Request and progress tracked .
   3. Where possible the complaint will be dealt with immediately. In all other cases the complaint will be referred to the Director (or authorised representative).
   4. All complaints will be dealt with within 21 days of receipt of the written details. A written response, advising of the outcome of the complaint, will be provided.
   5. Any substantiated complaint will be acted upon. All complaints will be recorded on an Improvement Log for the annual Review follow up at the next meeting. Improvement Logs will be dealt with as detailed in the improvement procedure.
   6. The situation/circumstances leading to the complaint will be investigated to reduce/eliminate the possibility of the problem reoccurring. Where this results in revision to information and/or processes/services provided to clients, an improvement request will be completed.
   7. Should a learner wish to speak with someone about a complaint they can contact:

* the National VET Regulator (ASQA) information line to discuss if they can help with the complaint, call **1300 701 801** or email [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au)

OR

* go to [www.trainingombudsman.qld.gov.au](http://www.vision6.com.au/ch/11660/2cnjyxf/2141663/3f1afy795.html) or call 1800 773 048.

**4. EXTERNAL CONSULTANT APPEALS**

4.1 Mutual agreement is to be reached between Australian Automotive Training and the relevant participant regarding the external consultant to be engaged for use in the external appeal process. Consultants engaged to conduct the appeal process are to hold recognised qualifications that meet the human resource requirements for the relevant course.

4.2 Where participants wish to use an external consultant who is not approved by Australian Automotive Training they are responsible for the payment of all costs associated with the use of the external consultant in the appeal process.

4.3 Should a learner wish to speak with someone about a complaint they can contact:

* the National VET Regulator (ASQA) information line to discuss if they can help with the complaint, call **1300 701 801** or email [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au)

OR

* go to [www.trainingombudsman.qld.gov.au](http://www.vision6.com.au/ch/11660/2cnjyxf/2141663/3f1afy795.html) or call 1800 773 048.

**5. APPEAL DECISIONS**

5.1 All assessment action will be suspended pending determination of the appeal process. All decisions will be immediately communicated to participants and, subject to the provisions of the Judicial Review Act 1991, the decision of an external consultant conducting an appeal will be final.

**6**. **MONITORING COMPLAINTS AND APPEALS**

Complaints and appeals are monitored and reviewed to prevent their recurrence and to improve the operations and services provided by Australian Automotive Training. The Director review all complaints, appeals and the relevant processes of lodgement and outcomes to identify areas for improvement. An Improvement Request (Form:002B) will be raised and strategies implemented to improve day-to-day operations and services provided by Australian Automotive Training.

Reviews may include:

* Gathering feedback from students/clients on the process for dealing with the complaint or appeal
* Altering the practice that led to the complaint and monitoring the change
* Reviewing records of complaints and appeals to identify any specific issues relating to staff or services and the resolution processing timeframes
* Regular reviews as part of the continuous improvement cycle.