



National Provider Number: 90537

Complaints and Appeals Policy

Policy Statement

Network of Community Activities (Network) is committed to providing learners, third parties, staff and other students the best possible environment in which to study and learn. Network understands that on occasion, there may be instances of dissatisfaction and acknowledges that the cause(s) must be addressed and rectified promptly.

In such instances, Network invites feedback from the dissatisfied party so that a resolution can be found and also, as an opportunity to incorporate the feedback into a review and improvement of the Network RTO's policies and practices.

Network will address any and all complaints in a fair, constructive and timely manner. The complainant has the right for their complaint to be heard and for an impartial decision to be made at no cost to them. Complainants have the right to appeal a decision.

This policy and associated procedure supports Network to provide a process for complaints and appeals to be heard and actioned. All complaints and appeals received by Network will be viewed as an opportunity for improvement.

Network's complaints policy and appeals policy:

- a. ensures the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process
- b. is publicly available on our website
- c. sets out the procedure for making a complaint or requesting an appeal
- d. ensures complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable
- e. provides for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

Scope

Network has established this policy in accordance with the Australian Skills Quality Authority (**ASQA**) *Standards for NVR Registered Training Organisations (RTO) 2015*. The policy has been developed and implemented by Network to support and provide clear instruction and guidance to learners, staff, third parties and the organisation on the handling of complaints and appeals.

Considerations

- Standards for Registered Training Organisations: Standard 6
- Network of Community Activities Learner Handbook
- Network of Community Activities Complaints and Appeals Form
- Network of Community Activities Complaints and Appeals Register

Types of Complaints or Appeals

A complaint or appeal may include, but is not limited to:

Complaints

- Course advice and enrolment
- Suspension and/or cancellation of enrolment
- Program delivery
- Marketing and promotional activity

- Personal safety
- Customer service and administration
- Issue of results, certificates, statement of attainment
- Learning resources
- Fees and charges
- Equity and access, discrimination, harassment and bullying

Appeals

- Assessment process and decision
- Candidate progress and academic progress decisions

Procedures

Network acknowledges that occasionally a complaint may arise that requires a formal resolution. The following procedures provide information on how to have a complaint resolved or lodge an appeal so a resolution is reached.

A: General Complaints

Action	Responsibility
<p>Network may receive complaints from learners, staff or stakeholders and third parties through a variety of means e.g. verbally, written documentation, electronically (email).</p> <p>Where possible all non-formal attempts shall be made to resolve the issue. This may include advice, discussions and/or general mediation in relation to the issue and the learner's issue. Any staff member can be involved in this informal process to resolve issues but once an individual has placed a formal complaint /appeal the following procedures must be followed.</p> <p>Once a formal complaint is received, the Manager, Professional Learning and Education will:</p> <ol style="list-style-type: none"> 1. acknowledge receipt of the complaint in writing to the complainant and 2. will seek to identify the issue and resolve the concern so as to avoid any further disruption to the complainant (where applicable). <p>Network encourages both staff and complainants to approach the complaint openly and honestly so as to resolve problems through fair and reasonable means.</p>	<p>Network RTO Personnel</p> <p>Complainant</p>
<p>Any learner, potential learner, or third party may submit a formal complaint to Network with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for accessing the internal complaints and appeals process.</p> <p>When a complaint or appeal cannot be resolved through informal discussion, the complainant is asked to complete a Complaints and Appeals Form. They need to state their case and provide as much detail as possible, and submit this to the Manager, Professional Learning and Education either by email or post. The Manager, Professional Learning and Education will acknowledge receipt of the complaint in writing to the complainant.</p> <p>Complaints are to include the following information:</p> <ul style="list-style-type: none"> • Submission date of complaint • Name of complainant • Nature of complaint 	<p>Network RTO Personnel</p> <p>Complainant</p>

<ul style="list-style-type: none"> Date of the event which lead to the complaint <p>The Complaints and Appeals Form can be sent to the complainant on request.</p>	
<p>Once the Complaints and Appeals Form is received the details are recorded on the Complaints and Appeals Register, which is reviewed and maintained by the Manager, Professional Learning and Education.</p> <p>Information recorded on the Complaints and Appeals Register includes;</p> <ul style="list-style-type: none"> A specific complaint number Submission date of the complaint/appeal Name of the complainant Description of the complaint/appeal Determined resolution (outcome) Date of outcome <p>The Manager, Professional Learning and Education will send acknowledgement of the complaint to the complainant and where a complaint refers to an individual, the individual will be informed by the Manager, Professional Learning and Education of the complaint and will be invited to respond to the allegation either through discussion, or (written) correspondence.</p> <p>Any discussion held with the Manager, Professional Learning and Education (or other Network staff) must be minuted and these minutes kept on file along with details of the original complaint.</p> <p>A separate interview will be held by the Manager, Professional Learning and Education (or the Network Chief Executive Officer if the complaint is about the Manager, Professional Learning and Education).</p>	<p>Network RTO Personnel</p> <p>Network RTO Personnel</p> <p>Network CEO (if applicable)</p>
<p>Complainants have the right to access advice and support from independent external agencies and/or persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs. Network does not have to directly deal with any third party only the complainant.</p>	<p>Complainant</p>
<p>The Manager, Professional Learning and Education will investigate all complaints recorded on the Complaints Register and identify a satisfactory resolution to the issue.</p> <p>The proposed resolution will be communicated to all parties involved in the complaint within 35 working days and agreement to the proposed resolution sought. Upon receipt of the agreement, the Director, Professional Learning and Development will</p> <ul style="list-style-type: none"> Provide the Complainant with written confirmation of the resolution Record the action(s) taken to resolve the complaint on the Complaints Register Where applicable communicate the outcome of the complaint resolution to the relevant staff member If applicable, document the need for amendment to Network RTO policy and/or procedure documentation in the Continuous Improvement Register and implement the necessary improvement Within the notification of the outcome of the formal complaint the Complainant shall also be notified that they have the right of appeal. To appeal a decision Network must receive, in writing, grounds of the appeal. Complainants are referred to the Appeals Procedure 	<p>Network RTO personnel</p>

<ul style="list-style-type: none"> • Submission date of appeal • Name of appeal • Nature of appeal • Supporting documentation regarding their assessment outcome • Attachments (if applicable) <p>The Complaints and Appeals Form is available on request. The form must be submitted within 10 working days from the complainant being notified of the outcome of the assessment decision they are appealing.</p>	
<p>Once the Complaints and Appeals Form is received the details are recorded on the Complaints and Appeals Register, which is reviewed and maintained by the Manager, Professional Learning and Education. Information recorded on the Complaints and Appeals Register includes:</p> <ul style="list-style-type: none"> • A specific appeal number • Submission date of the appeal • Name of the appeal • Description of the appeal • Determined resolution (outcome) • Date of outcome 	Network RTO personnel
<p>The Manager, Professional Learning and Education will seek details from the Assessor involved and any other relevant parties. A decision will be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a third party. The third party will be another Assessor appointed by Network.</p>	Network RTO personnel
<p>The complainant will be notified in writing of the outcome with reasons for the decision, and the 'Complaints and Appeals Register' updated.</p> <p>The learner will also be provided the option of activating the external appeals process if they are not satisfied with the outcome.</p> <p>The complainant is required to notify Network if they wish to proceed with the external appeals process</p>	Network RTO personnel Complainant
<p>External Appeals</p> <p>If not satisfied with the decision in either the formal complaints or appeals procedures, the complainant may request that the matter be further reviewed by an external dispute resolution process. Network will appoint the external body for an external appeals purpose.</p>	Complainant
<p>If, after Network's internal complaints and appeals processes have been completed, the Complainant still believes Network is breaching or has breached its legal requirements, they can submit a complaint to ASQA. Please be aware that ASQA does not act in a mediation capacity.</p> <p>Except in exceptional circumstances, complainants must attach evidence to ASQA's complaint form showing:</p> <ul style="list-style-type: none"> • That they have followed Network's formal complaints procedure; and • Network's response. <p>ASQA's processes require the Complainant to identify themselves to ASQA as "the" Complainant, although a Complainant may request that their identity is kept confidential throughout any investigation that ASQA undertakes.</p> <p>Australian Skills Quality Authority Tel: 1300 701 801 www.asqa.gov.au</p>	Complainant

Authorised by:	Manager, Professional Learning and Education
Original Version:	1/10/2015
Review Date:	1/10/2016, 1/07/2021