

15. Complaints and Appeals Procedure

15.1 Purpose

The complaints and appeals procedure is to provide clear and practical guidelines to ensure complaints and appeals can be resolved in accordance with the principles of natural justice, equitably and efficiently. Confidentiality will be maintained throughout the process of making and resolving complaints.

This Complaints and Appeals Policy and Procedure is available on our website under the Admin/HR tab.

15.2 Informal Complaints or Appeals

Participants are encouraged to resolve any difficulties at the earliest possible time with the other party. At the initial stage, any complaint or appeal by a stakeholder should be communicated directly with the relevant operational representative of Training Beyond 2000 Pty Ltd.

Should the matter not be resolved to the participant's satisfaction, the participant can make a formal written complaint or appeal, as relevant, to Carla Unicomb, the Director of Training Beyond 2000 Pty Ltd.

15.3 Formal Complaints or Appeals

On receipt of a formal complaint or appeal, the Director, Training Beyond 2000 Pty Ltd or where this is not appropriate, the Operations Manager, Training Beyond 2000 Pty Ltd shall hear the complaint or appeal.

The complainant shall be given an opportunity to present their case to the Director/Operations Manager, Training Beyond 2000 Pty Ltd. The relevant staff member shall also be given the opportunity to present their case. This process must commence within **7 days** from the time the Director/Operations Manager receives written notice about the complainant's dissatisfaction with the response initially received to the complaint or the assessment outcome, as applicable.

After hearing the case from both parties, the Director or Operations Manager will make a decision regarding the complaint or appeal. The participant will be advised of the complaint or appeal outcome within **14 days** of the consideration of the matter.

In the case of an appeal about an assessment outcome, participants must submit the appeal in writing within **6 months** of receiving notification of the outcome of a specific assessment.



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External Mechanisms - if the complainant is not satisfied with the decision, the Director will convene an independent panel to hear the complaint or appeal.

If the process is taking longer than **60 days** from the complaint or appeal being received, the complainant will be notified in writing of the reason for the delay and kept informed about the progress.

If the complainant is not happy with the external mediation they may take their complaint to the Australian Skills Quality Authority (ASQA) at www.asqa.gov.au.

For training programs funded under Smart and Skilled, participants should refer to the website at www.smartandskilled.nsw.gov.au.

All documentation relating to complaints or appeals should be archived for audit purposes.

Continuous Improvement - Training Beyond 2000 Pty Ltd will have regard to the nature, cause and outcome of any complaint or appeal in addressing continuous improvement.

