

14. Complaints and Appeals Policy

14.1 Standards for Registered Training Organisations (RTOs) 2015:

Standard 6 - requires an RTO to implement a transparent complaints and appeals policy that enables participants and clients to be informed of and to understand their rights and the RTOs responsibilities.

14.2 Objective – Policy Statement

Training Beyond 2000 Pty Ltd seeks to resolve difficulties, complaints and grievances in a prompt, impartial and just manner. Any person wishing to make a complaint concerning Training Beyond 2000 Pty Ltd's conduct as an RTO, including its trainers and assessors, other staff and participants of the RTO shall have access to the complaints procedure. Any person making a complaint, including requests for a review of assessment decisions, will also have access to an appeals procedure if they are not satisfied with a decision.

14.3 Application

All stakeholders including participants and aged care providers.

14.4 Context

Complaints arise when a stakeholder is dissatisfied with an aspect of Training Beyond 2000 Pty Ltd's services and requires action to be taken to resolve the matter. Appeals arise when a stakeholder is not satisfied with a decision that Training Beyond 2000 Pty Ltd has made. Appeals can relate to assessment decisions but can also relate to other decisions. Stakeholders with either a complaint or appeal have access to the complaints and appeals procedures.

Training Beyond 2000 Pty Ltd's complaints and appeals policy has regard to the principles of natural justice and procedural fairness at every stage of the complaint and appeal process. Our complaints and appeals policy addresses a complainant's right to the principles of fairness, accessibility, transparency, responsiveness, accountability and constructiveness.

Records of all complaints and appeals and their outcomes are securely maintained and document the identification of potential causes of the complaints and appeals and the appropriate corrective action taken to eliminate or mitigate the likelihood of reoccurrence.

14.5 Responsibilities

The Director, Training Beyond 2000 Pty Ltd, trainers, Office Manager and Operations Manager are responsible for the effective investigation of allegations and complaints and the management of appropriate responses.

All staff need to be aware of their responsibility to comply with Training Beyond 2000 Pty Ltd's complaints and grievances procedures and act in a manner which promotes a productive and harmonious working environment.

14.6 Monitoring and Reporting

All staff are responsible for monitoring and evaluating the operation of this policy within their area of responsibility.

All staff will comply with all mandatory reporting requirements detailed in the procedures related to this complaints and appeals policy.

14.7 Contact

Carla Unicomb, Director Training Beyond 2000 Pty Ltd.