

## Complaints and Appeals Policy

CTAS Education is committed to adhering to the Standards for RTOs 2015 as well as providing quality service, continuous improvement and high quality training. Therefore, all complaints and appeals are listened to, taken seriously and acted upon in a professional and timely manner without victimisation or intimidation of anyone involved.

This policy is related to responding to complaints regarding CTAS trainers, CTAS employees and/or students. This policy aims to ensure that:

- All complaints and appeals are resolved in a constructive and timely manner
- The complainant feels satisfied that the complaint or appeal is handled fairly
- The cause of the complaint or appeal is identified so that quality improvements can be made to avoid reoccurrence
- Confidentiality is maintained throughout complaint or appeal handling processes

### How to make a complaint

CTAS Education accepts complaints lodged in various formats including the CTAS Education Complaints and Appeals Form. For making official complaints individuals can use the following options:

- Call CTAS Education head office
- Attend CTAS Head office to make a complaint in person
- Submit a written complaint via email
- Submit a written complaint via mail

### Complaint Handling Process

1. **Acknowledge** – All complaints are welcomed, listened to and acknowledged. If a complaint is received by a staff member over the phone or in person they are to document it on a complaints and appeals form. CTAS Education staff members will attempt to find a solution to the complaint immediately.
2. **Review** – If there is not an immediate solution to the complaint it will be reviewed at the next senior management meeting where CTAS managers will discuss options to resolve the problem and respond to the complainant.
3. **Investigate** – Complaints will be investigated by members of the CTAS Education management team. All parties will have the opportunity to be heard during this process. The General Manager's decision is final.
4. **Respond** - All formal complaints will be responded to in writing including all actions taken as well as the outcome of the complaint within 60 calendar days.
5. **Take action** – Follow up action will be taken and improvements made where necessary.
6. **Record** – All complaints, corrective actions and improvements made as a result of a complaint will be documented, logged and filed.
7. **Escalate** (if required) – if the complainant is not entirely satisfied with the outcome of their complaint they can request an independent third party review or they can escalate the complaint to the Training Accreditation Council (TAC) who is the regulator and registering body for RTOs in Western Australia.

Complainants have the choice to remain anonymous if they choose by submitting a Complaints and Appeals Form without any personal information. In these instances the

management team will review the complaint at a management meeting and determine the best course of action to deal with it.

Depending on the complaint and the outcome, CTAS will review policies and processes and any recommendations for amendments or improvements will be documented and then carried out as required.

Any complaints involving allegations of discrimination, harassment or victimisation will be taken particularly seriously and could lead to expulsion or dismissal.

### **Appeals**

Should a student have any concerns about any decisions made by CTAS they have the right to appeal the decision and ask for a review. Alternatively students are able to complete a complaint and appeals form available from their trainer or CTAS head office and submit it to CTAS management for further action to be taken.

CTAS will ensure that the decision maker is independent of the decision being reviewed. If students are not happy with the outcome, CTAS will make arrangements for an independent third party review.

At CTAS our appeals process is fair, valid and reliable and we do not use the same assessor to re-assess an assessment when an appeal is lodged.

CTAS education has an appeals period of 12 months. Therefore, learners have 12 months in order to appeal any final assessment outcome decisions or final summative results. After this time appeals will not be accepted or reviewed.

CTAS ensures that the principles of natural justice and procedural fairness will be adopted throughout any complaints/appeals process. If more than 60 calendar days are required to process and finalise a formal complaint or appeal the complainant will be informed of the reasons in writing along with regular updates on the progress of the matter. All complaints and appeals will be treated confidentially and all records will be maintained securely.

### **Related Documents:**

- Complaints and Appeals Form
- Complaints and Appeals Register