

POL-07 – Complaints and Appeals Policy and Procedure

Purpose

AADA College is committed to providing quality training and assessment in accordance with:

- National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025
- National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025
- Skills Assure Supplier Agreements in place with the Queensland Government.

AADA College is committed to the provision of quality training and assessment for all its learners. However, we recognise that at times, they may be dissatisfied with a product or service provided by us or offered by a third-party organisation. This includes but is not limited to training and assessment and marketing.

AADA College endeavours to ensure that complaints and appeals lodged with us are resolved, equitably and efficiently and in accordance with the principles of natural justice.

The object of this policy is to ensure that AADA College staff and students act in a professional manner at all times. This policy provides students and other stakeholders with a clear process to register a complaint or appeal. It ensures all parties involved are kept informed of the resulting actions and outcomes.

Definition

<i>Student:</i>	Any person enrolled into a training program or product trained and assessed by AADA College
<i>Stakeholder:</i>	Students, Employers, Host Employers, Supervisors, Suppliers, Contractors, or other people that interact with or are employed by AADA College.
<i>CEO:</i>	Chief Executive Officer

AADA College Responsibilities

The CEO is the Complaints Resolution Officer. The CEO may delegate responsibility for the resolution of the complaint if necessary.

Details concerning the scope of the Complaints Policy are to be clearly displayed throughout the organisation and contained within the Staff Induction Process, Student Handbook and website.

Confidentiality will be maintained throughout the process of making and resolving complaints and appeals. AADA College seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

Types of Complaints

- Conduct and behaviour of AADA College, its trainers, assessors, or other staff
- Conduct and behaviour of a third-party organisation providing services on behalf of AADA College
- Conduct, attitude, and behaviour of students and stakeholders of AADA College
- Implementation of policies and procedures of AADA College

AADA College acknowledges that a stakeholder, who has a complaint, has the right to raise the complaint and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation. However, AADA College also encourages all participants to attempt to resolve the complaint before submitting a formal complaint to the CEO.

Grounds for Appeal

AADA College acknowledges that students have the right to appeal any decision made by AADA College that affects their training and assessment.

AADA College has provision for students to appeal against decisions, including those made by relating to assessment decisions.

AADA College ensures that students have access to a fair and equitable process for lodging an appeal against an assessment decision.

Valid grounds for an appeal against an assessment decision (where the student feels the assessment decision is incorrect) could include the following:

- a) The judgement as to whether competency has been achieved and demonstrated was made incorrectly.
- b) The judgement was not made in accordance with the Assessment Plan.
- c) Alleged bias of the assessor.
- d) Alleged lack of competence of the assessor.
- e) Alleged wrong information from the assessor regarding the assessment process.
- f) Alleged inappropriate assessment process for the particular competency.
- g) Faulty or inappropriate equipment; and/or
- h) Inappropriate conditions.
- i) Administrative decisions.

All appeals against decisions made by AADA College including assessment outcomes need to be made in writing. Further advice or avenues in these situations must be sought from the CEO.

AADA College is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if required. To make a complaint or appeal, participants are requested to notify AADA College in writing via:

- Complaint Form
- Request for Appeal of a Decision
- Email
- Letter

All completed forms are required to be submitted to AADA College either in hard copy or electronically via the following contact details.

- Shop 8/3460 Pacific Highway Springwood QLD 4000
- admin@aada.edu.au

If you experience difficulty accessing either forms, please contact us on 1300 022 320.

Complaints and Appeals Procedures

Process - Complaints and Appeals

If a student or other stakeholder has a complaint or wish to appeal an assessment decision, they are encouraged to speak immediately with the trainer/assessor to resolve the issue. If the complainant/appellant is not satisfied that the issue has been resolved they will be asked to complete a Complaints or Appeals Form or draft an email, to lodge a formal complaint. AADA College will then investigate the complaint / appeal and advise the complainant / appellant of the outcome. If the complainant/appellant is not satisfied with the outcome they may write to the CEO, setting out in detail the issue of concern. This may lead to occasions where an external industry-training representative may be invited to act as an objective party in order to negotiate a satisfactory resolution.

All complaints shall follow the below process:

- a. Formal Complaints and Appeals are to be made in writing.
- b. A submitted complaint will constitute a formal complaint from the student or stakeholder. Further detail of the complaint can be provided by the complainant or appellant verbally.
- c. The CEO must be informed of receipt of all complaints and appeals immediately.
- d. The CEO may delegate responsibility for the resolution of the complaint or appeal.
- e. When a complaint or appeal is lodged, the CEO will initiate a transparent, participative investigation to identify the issues.
- f. Complaints and appeals will be processed in accordance with the Complaints and Appeals Process flowcharts at the end of this policy.
- h. AADA College aims to resolve all complaints and appeals as soon as reasonably possible. This is not always possible and notification will be made if it takes longer than 30 days. In all cases the final conclusion will be assessed by the CEO.
- i. The student or stakeholder will be advised in writing of the outcome of their complaint or appeal, within seven (7) days of resolution.
- j. If the outcome is not to the satisfaction of the student or stakeholder, they may seek an appointment with the CEO.
- k. If the student or stakeholder is not satisfied with the decision, they have the option to seek outside assistance to further pursue the complaint or appeal.
- l. All complaints must be recorded in the Complaints and Appeals register.

An investigation into a Complaint or Appeal may result in one of the following outcomes:

- a) Complaint or Appeal is upheld; in this event the following options will be available:
 - i. The original assessment will be reassessed, potentially by another assessor.
 - ii. Appropriate recognition will be granted.
 - iii. A new assessment shall be conducted/arranged.
 - iv. A review of processes and procedures will occur to try to prevent further occurrences.
- b) Complaint or Appeal is rejected/ not upheld; in accordance with the assessment policy the student will be required to:
 - i. undertake further training or experience prior to further assessment; or
 - ii. re-submit further evidence; or
 - iii. submit/undertake a new assessment.
 - iv. AADA College may engage another trainer to conduct the re-assessment, where this is not possible, the participant may request to have another AADA College representative present during the assessment.

Where it is agreed that an assessment decision of the original assessor is to be overturned, the participant will be advised in writing from the CEO within 14 days of the decision.

If for any reason a participant is dissatisfied with the decision of AADA College, they are free to submit an appeal against the decision or make a formal complaint to the Australian Skills Quality Authority (ASQA) at website www.asqa.gov.au or the Queensland Training Ombudsman via their website <https://trainingombudsman.qld.gov.au/contact/> or phone: 1800 773 048 (8.30am to 4.45pm AEST Monday to Friday)

Records of all complaints and their outcomes are maintained securely.

All documentation from complaints processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

Complaints and Appeals Process Flowchart

