

# Complaints and Appeals Policy and Procedure

## PURPOSE

Innov8 - Education Solutions is committed to providing a positive, harmonious and equitable learning environment by ensuring that learners/clients have access to a complaints and appeals process that aims to resolve issues or client dissatisfaction wherever possible, in an informal, efficient manner. The process allows for a more formal approach should the client remain dissatisfied with the informal outcome. The aim of this policy is to provide learners with a process for complaints and appeals to be heard and actioned.

## SCOPE

Complaints and appeals are managed fairly, efficiently and effectively. Innov8 creates an environment where clients' views are valued.

Any person wishing to make a complaint against the Innov8, concerning its conduct as an RTO, or an appeal regarding an RTO decision, shall have access to the complaints and appeals procedure.

## STANDARDS

Standards that are relevant to this policy are:

Standard 6  
Clauses 6.1-6.6

## POLICY

Complaints arise when a client is dissatisfied with an aspect of Innov8's services, and requires action to be taken to resolve the matter.

Appeals arise when a client is not satisfied with a decision that Innov8 has made. Appeals can relate to assessment decisions, but they can also relate to other decisions.

Persons with either a complaint or an appeal have access to the following procedures:

### Informal complaint (or feedback)

- The initial stage of any complaint (or feedback) shall be for the client to communicate directly with the operational representative of the school, e.g. the trainer/assessor
- If the client(s) is dissatisfied with the response to the informal feedback or complaint they may initiate a formal complaint.

### Formal complaint or appeal

- The informal complaint procedure should be used first.
- All formal complaints or appeals go to the Director
- The formal complaint or appeal and its outcome shall be recorded in writing.
- On receipt of a formal complaint or appeal, the Director ( or in cases where there may be a conflict of interest, an independent person) will meet with the client to discuss the complaint or appeal

The client shall be given an opportunity to present their case to the Director/Independent person, and may be accompanied by one other person as support or as representation.

- The relevant staff member shall be given an opportunity to present their case to the Director/Independent person, and may be accompanied by one other person as support or as representation.
- The Director will make a decision regarding the complaint or appeal.



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## POLICY (CONT.)

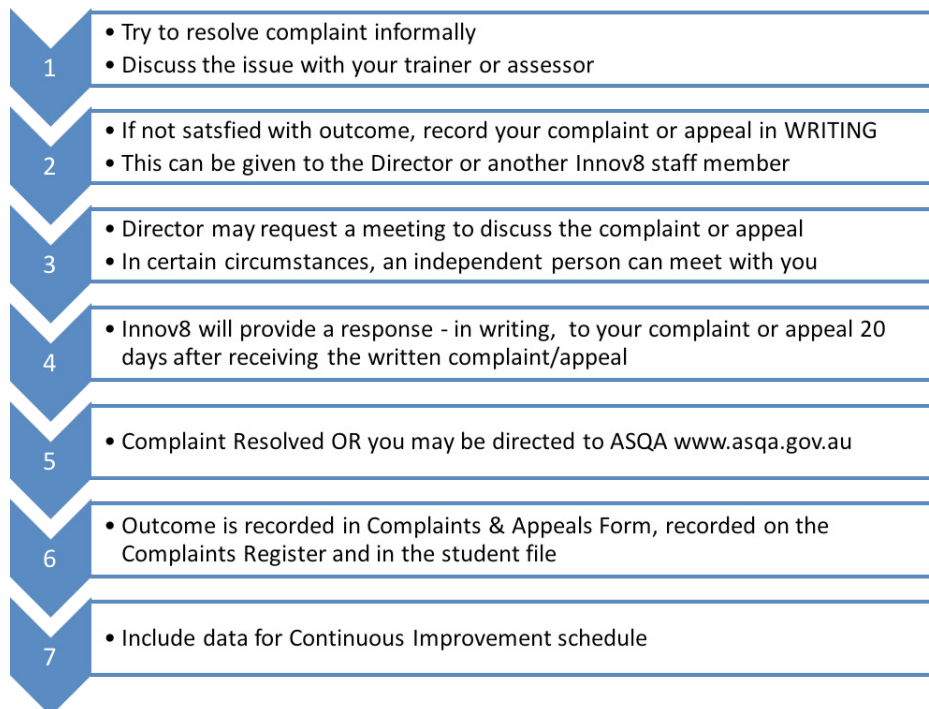
- The Director will communicate its decision to all parties in writing within five working days of making its decision.
- If the client is still not satisfied, the Director will direct them to refer the matter to ASQA [www.asqa.gov.au](http://www.asqa.gov.au)

All formal complaints and appeals will be heard and decided on within 15 working days of receiving the written complaint or appeal. The Director, Innov8 will keep a Complaints and Appeals Register which documents all formal complaints and their resolution. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.

This policy will be reviewed on an annual basis.

**The root cause of any complaint or appeal will be included in the continuous improvement processes as detailed in Innov8’s Continuous Improvement Policy and Procedure**

## COMPLAINTS AND APPEAL PROCEDURE



Name:		Date Effective:		Responsible Authority		Drive:	
Page		Review date:		Organisation		Version:	