



Student Complaints and Appeals Procedure

1. PURPOSE:

To describe the process for managing and recording complaints and appeals. The Complaints and Appeals procedure can be used by AWFTC/AHV staff, students or partnering organisations (if applicable)

2. REFERENCES:

RTO Standard 6

3. DEFINITIONS:

- A complaint can be made about any product or service or outcomes of services provided by AWFTC.
- This procedure can be used to manage and respond to allegations involving the conduct of the RTO, its trainers, assessors or other staff, partner providers (if applicable) and a learner of the RTO, training and assessment processes, assessment outcomes/decisions, training and assessment resources/equipment/plants/vehicles used etcetera.
- An appeal can be lodged against a decision (requesting a review of decisions) taken by AWFTC such as assessment result/decisions or complaint outcome.
- Complaints and Appeals are handled through the same procedure.
- There are no charges for students to submit a complaint or appeal to AWFTC or to seek information or advice about doing so.

4. ACTIONS:

4.1 AWFTC is committed to;

- Providing an environment in which complaints or appeals are responded to promptly, with minimum distress and maximum protection to all parties.
- To ethical and responsible management, and a visible, accessible and fair complaints or appeals handling process with a view to achieving mutually acceptable and fair outcomes.



Australia Wide Forklift Training Centre Pty Ltd

(also trading as Advanced Heavy Vehicle Driver Training Centre)

ABN: 871 0929 9185

RTO No: 21784

WORKPLACE INSTRUCTIONS

- Viewing client complaints and appeals as providing an opportunity to review and improve its policies and practices, and also to gain insight into levels of client satisfaction. Complaints and appeals will be viewed as opportunities for improvement.
- Adopting an ethical and professional approach to handling complaints and appeals.
- Respect for privacy and confidentiality wherever possible within the constraints of the need to fully investigate the complaint or appeal.
- Mutually acceptable resolution being reached through negotiation, conciliation and/or mediation.
- Providing information to students in a non-threatening way. Either by providing the forms somewhere e.g. tearoom or making them downloadable from the AWFTC website (when available) or both. Working with VicRoads, WorkSafe or other external body to constructively and timely address any complaints or appeals. AWFTC will provide any evidence or information requested by these authorities and follow any directives given by these authorities.

4.2 Informal Procedure:

- Clients are encouraged to informally discuss a complaint or appeal directly with their Trainer or AWFTC Management before the following formal process is undertaken. Students making an informal complaint will be asked by the AWFTC representative if they would formalize the complaint by using the Form located in the tearoom. If the student declines to complete the form and the AWFTC representative feels it warrants recording they will complete the form for the student and record the issue and outcome. This will enable the issue to be reviewed by management.

4.4 Formal procedure

- A complaint or appeals must be submitted in writing on the AWFTC Complaints and Appeals Form (available on the wall in the tearoom or from the website).
- Upon receiving the form Admin staff will enter this into the Complaints and Appeals Register spreadsheet located in Dropbox/Shared/Registers.
- AWFTC will act on and investigate each complaint or appeal within 5 working days.
- No complaint or appeal will be pre-judged.
- Each complainant/appellant will have an opportunity to formally present his or her case and be represented by a third party.



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- Each complainant/appellant will be provided with a written statement of the outcome including reasons for the decision reached within 2 weeks of the complaint/appeal being made. In the case where a resolution takes more than 60 days AWFTC will inform the complainant/appellant in writing of the reasons for the delay and keep them regularly updated on progress till a resolution is reached.
- Each complainant/appellant can only make one appeal. AWFTC will arrange for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by AWFTC.
- Each complaint/appeal and its outcome will be scanned and filed in Dropbox Quality Management system/Administration/Complaints and Appeals
- Each complaint/appeal and its outcome will be recorded on the form, noted in the CI register and discussed at the RTO Meeting or by Management for opportunities for improvement. Potential causes of complaints and appeals will be investigated and identified, and appropriate corrective actions will be taken to eliminate or mitigate the likelihood of reoccurrence. All associated forms, communication trails with the complainant and other parties, reports and records will be securely maintained by AWFTC (as scanned copies in the Dropbox folder (QMS) or in individual students' file, as applicable). Any continuous improvement resulting from the complaints and appeal processes will be recorded in the Continuous Improvement Register.
- Where a complainant feels that a representative of AWFTC has not satisfactorily dealt with the matter, they may seek third party involvement through an external party to AWFTC (Mediator).
 - HRW complaints can write/phone WorkSafe on Ph: (03) 9641 1085, or mail to: WorkSafe Victoria, GPO Box 4306, Melbourne 3001.
 - VicRoads Unit Complaints can write to VicRoads Registration and Licensing Provider Complaints, L1, North Building, 60 Denmark Street, Kew VIC 3101.
 - Dispute Settlement Centre of Victoria: Melbourne Office
Level 4, 456 Lonsdale Street, Melbourne VIC 3000 Tel: 1300 372 888
 - ASQA student complaints: Complaints about training providers
 - National Training Complaints Hotline – 13 38 73

5. DOCUMENTATION:

- 5.1 Complaints and Appeals Form
- 5.2 Complaints and Appeals Register Spreadsheet