

COMPLAINTS AND APPEALS POLICY

POLICY AIM

- To manage and respond to allegations involving the conduct of the Adelaide Hospitality and Tourism School (AHTS) its trainers, assessors or other staff; a third party providing services on AHTS's behalf, its trainers, assessors or other staff; or, an AHTS student.
- To ensure that all complaints and appeals are dealt with in a fair, equitable and structured manner.
- To be consistent in dealing with a variety of complaints and appeals, and to record the process from initial complaint to resolution.
- To review any appeal that may occur as a result of the outcomes of the original complaint.
- To take corrective action to deal with the identified causes of complaints effectively and efficiently.

PROCEDURE

This procedure supports the Standards for Registered Training Organisations 2015 and ESOS in providing a process for complaints and appeals to be heard and actioned. All complaints and appeals received by AHTS will be viewed as an opportunity for improvement. Despite all efforts of AHTS to provide satisfactory services to its students, complaints may occasionally arise that require formal resolution.

AHTS advises student's they have rights regarding the treatment they receive whilst undertaking training activities at AHTS. Students are provided with the AHTS Code of Practice when they commence a course. This code includes details of the Grievance and Appeals Mechanism.

If students feel they have been adversely affected by unsatisfactory training, poor supervision, unfair treatment in training and assessment outcomes, deferral, suspension, or cancellation decisions made in relation to their enrolment, poor or inappropriate service from a third party (e.g. an Education Agent), any form of harassment or victimisation or other matters of concern, they can refer to the procedures outlined below.

Informal Process

Initially, students should discuss their concerns informally with the staff member or those who have direct responsibility, such as your trainer or the Chief Executive Officer (CEO). If the grievance (of any nature) cannot be resolved informally AHTS will adopt the following formal complaints procedure.

Formal Process

Recording and documenting process - At each stage of any complaints, appeals and grievance process all details will be recorded in writing. A copy will be placed in student and/or staff file and

in the Complaints, Appeals and Grievances Register.

1. Any complaint or appeal relating to a complaint, made by a student or staff member which cannot be resolved internally will be recorded in writing from the first notification. All students and staff who wish to lodge a complaint, grievance or appeal, will be able to present their case fully, verbally and in writing to the CEO. Complaints are to include the following information: submission date of complaint, name on complainant, nature of complaint, date of the event which lead to the complaint and attachments (if applicable). Alternatively, a student may complete a Student Complaint form and submit it to the CEO, forms are available from reception.
2. If the complaint or appeal relates to a trainer teaching a unit of competency, the matter should be addressed to the CEO. The CEO will respond to the student within 10 working days of receipt of the complaint, outlining his/her proposed solution.
3. If the complaint or appeal relates to a member of staff or a third party providing services on AHTS's behalf, the student should arrange a meeting with the CEO. A confidential, minuted meeting with the member of staff concerned, the student and the CEO will be made to aid further discussion.
 - a. each complainant or appellant has an opportunity to formally present his or her case at minimal or no cost to him or herself
 - b. each party may be accompanied and assisted by a support person at any relevant meetings
 - c. the complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcome
 - d. the process commences within 10 working days of the formal lodgement of the complaint or appeal and supporting information and all reasonable measures are taken to finalise the process as soon as practicable.
4. Any student who feels that she/he is not able to achieve an adequate outcome from these steps may refer the matter externally. The organisation directly related to AHTS as a registered training organisation is:

*Training Advocate: Ground floor 55 Currie Street, Adelaide 5000
Phone 1800 006 488
5. AHTS will investigate if any corrective action is required to improve the main issues raised as a result of the complaint or appeal by the client or staff member.
6. If the internal or external complaint handling or appeal process results in a decision that supports the student, AHTS will immediately instigate corrective action for any processing or system errors that may have occurred as a result of the complaint or appeal. Monitor and improve progressively any situations that may be necessary due to the complaint or appeal. The student will be advised of the outcome

immediately.

7. All complaints and appeals will be recorded in the AHTS Complaints Register that includes relevant details to allow review of AHTS's processes and practices and to ensure the issue doesn't occur again.
8. AHTS will securely maintain records of all complaints and appeals and their outcomes.
9. The Complaints and Appeals Process summary:
 - Each complaint or appeal relating to a complaint and its outcome is recorded in writing.
 - Each appeal must be heard by the school's complaints and appeals panel, consisting of the CEO, and a nominated staff person – each complainant is able to be accompanied by a support person at all meetings.
 - Each appellant has an opportunity to formally present his or her case and is given a written statement of the appeal outcomes, including reasons for the decision within 10 working days.
 - The panel will investigate if any corrective action is required, instigate as necessary, monitor progress and advise those involved in writing.
 - If a complaint or appeal (including any review process) will take more than 60 days to finalise, AHTS will write to those involved explaining the delay.
 - At completion of satisfactory outcome, close off complaints and appeals file and document as required in the AHTS Complaints Register.
 - All complaints and appeals received by AHTS will be viewed as an opportunity for improvement and will be discussed in the appropriate forum or meeting to ensure any agreed outcomes or changes to operations are implemented and communicated to the appropriate group(s).
 - **The student's enrolment is maintained while the complaints and appeals process is ongoing.**

External Appeals

If anyone involved is not satisfied with the decision of the AHTS, a complainant may wish to refer the matter to an external independent / third party mediator.

- A complainant can contact the Training Advocate or the Australian Skills Quality Authority (ASQA) by completing their online complaint form.
- Where a decision or outcome is in favour of the student the RTO shall follow the required action and recommendation from the third independent mediator to satisfy the student's appeal as soon as practicable.