



Complaints and Appeals Policy

ATQ COLLEGE has developed a comprehensive Complaints and Appeals policies and procedures for both academic and non-academic matters. Students who are concerned about the conduct of ATQ COLLEGE are encouraged to attempt to resolve their concerns using this complaint procedure. All prospective students will be provided with a copy of the Complaints and Appeals Procedure document before making a contract to enrol and again at course commencement.

Complaints and Appeals

The Australian Training and Qualification College treats complaints and appeals from staff, partner organisations, participants, and other parties very seriously and we will deal with these in an effective and timely manner.

Complaints can be made about the Australian Training and Qualification College, its staff, other learners or third parties and we aim to resolve all complaints within three weeks.

Appeals can be made about any decision, including assessment decisions made by the Australian Training and Qualification College. These, like any complaints are intended to be resolved, where possible within a three week period.

The Australian Training and Qualification College will act upon any substantiated complaint or appeals; these will be recorded into our "Vasto" RTO Management System and will lead where appropriate, to continuous improvement activities.

The data entry responsibility including maintaining security of these complaints and appeals lies with the General Manager.

A person or organisation can complain about any aspect of our dealings with them, and the participant can appeal any decision we make, including assessment decisions.

In the first instance that a person or organisation is unhappy or dissatisfied with an aspect of our service delivery, they should consult their trainer/assessor.

Each complainant or appellant has the opportunity to formally present his or her case, at minimal or no cost to him or herself;

Each party may be accompanied and assisted by a support person at any relevant meetings;

The complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcomes.

The process commences within 10 working days of the formal lodgement of the complaint or appeal and supporting information and all reasonable measures will be taken to finalise the process as soon as practicable.

We resolve the complaint as fast as practical to ensure that the issue does not interfere with the students studies, visa related issues or any other relevant matters.

The trainer should be the first point of contact for participants, the aim of this first contact is to resolve the issue quickly.



If the participant's complaint is about the trainer, and they are uncomfortable discussing this issue with the trainer then they should contact the General Manager or the PEO.

Should the complaint or appeal not be resolved in the first instance by either contact with the Trainer, then the complainant is requested to formally lodge a complaint or appeal by completing either the complaint or appeal form, these forms are available from the Trainer, the General Manager, or the administration staff.

The appellant or complainant can take the form away to complete, but this should be returned within 48 hours so the matter can be promptly investigated.

This formal complaint or appeal will be entered into our Complaints or Appeals register for tracking purposes. This is the responsibility of the General Manager, the receipt of the Complaint or Appeal will be formally acknowledged within one business day, in writing by General Manager.

Should the nature of the complaint refer to criminal matters or where the welfare of people are in danger, Australian Training and Qualification College will, with the permission of the participant, seek assistance from other authorities such the Police, Legal Representatives or other parties as appropriate.

Participant confidentiality will be maintained at all times as is consistent with New South Wales, NSW and Australian Law.

At all times the principles of Natural Justice be upheld, these being:

- That both sides of the complaint will be informed of the complaint and
- That both sides of any complaint will be heard after sufficient time has been provided for both sides to prepare their arguments
- That an investigation will be conducted without undue delay
- The participant will be allowed to continue their course without penalty until such time as the final decision has been determined.

Further details on Natural Justice can be accessed from the NSW Ombudsman's office at:

https://www.ombo.nsw.gov.au/__data/assets/pdf_file/0017/3707/FS_PSA_14_Natural_justice_Procedural_fairness.pdf

The Complainant/Appellant will remain informed of the progress of their complaint or appeal through written correspondence.

Australian Training and Qualification College will ensure that the participant's academic progress will remain unimpeded by their complaint or appeal.

Upon receipt of the formal complaint or appeal, the General Manager, will be responsible for resolving the issue.

This will involve at least:

- a formal interview with the participant and the trainer, the General Manager and/or the PEO.
- If the General Manager or the PEO and the aggrieved party are unable to resolve the matter, then the matter is to be escalated to a mutually agreeable independent person, such as another trainer within our college, or a trainer/assessor external to Australian Training and Qualification College, or an independent Commercial Mediation Service.



Engagement of the chosen external assistance will be the responsibility of the PEO supported by the General Manager as appropriate.

The suitable external trainer or independent Commercial Mediation Service, will need to be agreed upon by the participant, the General Manager or PEO.

As stated before, this could be an external Trainer/Assessor arranged by the General Manager, the PEO or the participant, or it could include an independent Commercial Mediation Service such as the Resolution Institute.

The Resolution Institute can be contacted via <http://www.resolution.institute/contact-us>

Level 1 and 2

13-15 Bridge Street

Sydney NSW 2000

Phone: +61 2 9251 3366

Freecall: 1800 651 650

Fax: +61 2 9251 3733

Email: infoaus@resolution.institute

Engagement of an External Assessor or the independent Commercial Mediation Service is without cost to the participant, this costs will be borne by the Australian Qualification Training College.

The complainant or appellant will be provided with a formal written statement of the resolution of the complaint or appeal, this will state the reasons for the decision.

At all times will we keep our participants informed of the progress of their complaint or appeal. Should this process take longer than sixty (60) days we will determine the course of the of the delay, attempt to resolve it, and keep the participant informed of these reasons through written correspondence.

Participants are also able to lodge a complaint about Australian Training and Qualification College with ASQA. However, please be aware that ASQA is not an advocacy institute for Participants.

You can also escalate your objection to this outcome through the Overseas Students Ombudsman.

Further details of this are located at: <https://www.asqa.gov.au/complaints/make-complaint-overseas-students>

The Ombudsman can be contacted at:

- <http://www.ombudsman.gov.au/contact-us>
- Phone: 1300 362 072 (Calls from mobile phones at mobile phone rates)

A further option available to people and organisations is the National Training Complaints Hotline. This number is 13 38 73 and is staffed Monday–Friday, 8am to 6pm nationally.

More details on the National Complaints Hotline can be found at <http://www.industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/default.aspx>



Assessment Appeals

In rare circumstances, the participant may object to decisions made by Australian Training and Qualification College, including assessment outcomes, and wish to appeal these decisions.

Possible grounds for an Assessment appeal could be (and others are possible):

- The correct response was provided however the response was marked incorrect in error
- The material assessed was not covered in learning materials
- The response provided by the participant was the response provided in the learning material
- Or any other reason.

In the case of the Assessment appeal, the participant will follow the same basic steps as outlined in the complaint and appeal section.

1. Discuss the issue with your assessor and seek their opinion.
2. If you are still dissatisfied, complete the appeals form and submit it to the General Manager:

Independent of who you submit your assessment appeal to, you will be:

3. Provided with a written receipt of your case within one business day,
4. Provided with access to an external review your case with one of:
 - a. An alternative Assessor within the Australian Training and Qualification College
 - b. An assessor external to Australian Training and Qualification College
 - c. An Independent Commercial Mediation Service

The choice of which independent mediation process is the participants, however they have significantly different costs.

Engagement of an alternative internal or External Assessor is without cost to the participant.

The complainant or appellant will be provided with a formal written statement of the resolution of the complaint or appeal, this will state the reasons for the decision.

Irrelevant of the process undertaken to resolve the matter, the appellant will be provided with a formal written statement of the resolution of the appeal and this will state the reasons for the decision.

At all times will we keep our participants informed of the progress of their appeal. Should this process take longer than sixty (60) days we will determine the course of the delay, attempt to resolve it, and keep the participant informed of these reasons through written correspondence.

You can also escalate your objection to this outcome through the Overseas Students Ombudsman.

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The Overseas Students Ombudsman

The Overseas Students Ombudsman:

- investigates complaints about problems that overseas students have with private education and training in Australia
- provides information about best practice complaints handling to help private education providers manage internal complaints effectively
- considers, free of charge, external appeals under Standard 8 of the *National Code of Practice for Registered Authorities and Providers of Education and Training to Overseas Students 2007*.

If you have a complaint about your education provider you may take the matter to an independent complaints handling body. This will be the **relevant State Ombudsman** if you are enrolled with a publicly-funded provider or the **Overseas Student Ombudsman** if you are enrolled with a private provider. Visit the relevant state ombudsman's website or www.oso.gov.au for more information.

- ACT Ombudsman www.ombudsman.act.gov.au
- NSW Ombudsman www.ombo.nsw.gov.au
- Northern Territory Ombudsman www.omb-hcsc.nt.gov.au
- Queensland Ombudsman www.ombudsman.qld.gov.au
- South Australian Ombudsman www.ombudsman.sa.gov.au
- Tasmanian Ombudsman www.ombudsman.tas.gov.au
- Victorian Ombudsman www.ombudsman.vic.gov.au
- Western Australian Ombudsman www.ombudsman.wa.gov.au



Complaint and appeals process

(Complaint and Grievances)

