

## Purpose

This policy and procedure outline the management process undertaken by the Calibre training and Development for receiving and responding to complaints or appeals in a timely, fair and transparent manner.

## Definitions

**Appeal** A request by a student to reconsider a result or decision regarding assessment.

**ASQA** Australian Skills Quality Authority.

**Complaint** Dissatisfaction expressed by a Complainant about a product or service provided requiring resolution.

**Complainant** The person or entity raising the complaint.

**RTO** Registered Training Organisation, an entity registered with ASQA.

## Policy

Calibre is committed to a process of continuous improvement based on feedback from students, Trainers, employers and other stakeholders. We welcome your comments which might help us improve our services, products and processes.

Despite all efforts of Calibre to provide a high standard of service to its students, clients and other stakeholders, complaints and appeals may occasionally arise which require formal resolution. All complaints, appeals and feedbacks are taken seriously and will be treated timely, fairly and equitable.

Students and clients are encouraged, wherever possible, to resolve concerns or difficulties directly with the person/s concerned to deal with the issue before it becomes a formal completing. The Calibre team are available to assist students to resolve their issues at this level. Complaints and appeals may be made in relation to any of Calibre's services, activities and decisions such as:

- the application and enrolment process
- the quality of training and assessment provided
- Training and assessment matters, including student progress, assessment and outcomes • access to personal records
- Decisions made by Calibre Training and Development
- The way someone is treated

Appeals should be made to request that a decision made by Calibre Training and Development is reviewed.

Decisions may have been about:

- course admissions
- refund assessments
- response to a complaint
- assessment outcomes / results



In all appeals issues that arise during training and assessment that are in dispute should be resolved at the time they occur between the people involved. It is often the case that the learner's decision to appeal may be avoided if there is proper communication and consultation with learners at the time the decision is made.

Calibre Training and Development is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Calibre Training and Development ensures that complaints and appeals:

- Are responded to in a consistent and transparent manner. –
- Are responded to promptly, objectively, with sensitivity and confidentiality.
- Are able to be made at no cost to the individual.
- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

All complaints or appeals will be treated sympathetically and dealt with in a confidential manner without victimisation or intimidation of anyone connected with the complaint or appeal either during, or subsequent to, a complaints or appeals investigation.

Calibre Training and Development will maintain a record of all complaints and appeals and their outcomes on either the RTO Complaints/RTO Appeals Register, which are securely stored according to the RTO Privacy Policy.

Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time as the matter is resolved.

### Process

Should the issue not be resolvable, and you wish to submit a formal complaint the process is as follows:

1. Complaints about a particular incident should be made within 90 calendar days of the incident occurring and appeals must be made within 30 days of the original decision being made.
2. Complaints and appeals should be made in writing using the RTO Complaints and Appeals Form (upon request), or other written format.
3. When making a complaint or appeal, provide as much information as possible to enable investigation and determine an appropriate solution. This should include:
  - The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
  - Any evidence you have to support your complaint or appeal.
  - Details about the steps you have already taken to resolve the issue.
  - Suggestions about how the matter might be resolved.
4. Calibre Administration will provide notification of receipt of your complaint within two business days.
- 5.



6. Calibre Administration will review the complaint/appeal and present to management for review.
7. A Calibre staff member will be in contact with the complainant/appellant within fourteen business days of receipt of the complaint/appeal.
8. An outcome should be resolved within a period thirty days from the receipt of the initial complaint/appeal.

Should the matter be complex, the resolution may take longer than the abovementioned timeframes. If Calibre considers more than 60 calendar days are required to process and finalise the complaint or appeal, we will inform the complainant/appellant in writing, including why more than 60 days are required, and maintain regular contact and update on progress of the matter. Students will be kept up to date during whilst the process is ongoing, and enrolment will be maintained.

All records relating to the complaints and appeals will be treated as confidential and are covered by Calibre's Privacy Policy and recorded on the Complaints and Appeals Register.



## Complaints and Appeals form

Reason for form lodgement:	<input type="checkbox"/> Complaint	<input type="checkbox"/> Appeal
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### Section 1 – Student Details

Name		Date of Birth	
Address			
Suburb		Postcode	
Email			
Phone			

### Section 2 – Details of Complaint or Appeal

Provide full details including date, time, location, people involved (attach extra pages if necessary)
What steps have you taken to resolve the issue? (attach extra pages if necessary)
What resolution are you seeking? (attach extra pages if necessary)



## Section 3 – Declaration & Signature

<b>Declaration</b>	
I declare that all information provided in this document and any evidence attached are true and correct.	
Signature:	Date:

## Office Use Only

Date Received:	
Received by:	
Referred to:	

## Section 4 – Actions & Outcomes

NOTE: This section doesn't need to be completed if there is sufficient supporting documentation.

Action(s) to be taken to resolve complaint or appeal: (include by who and by when)
Outcome(s) from the action(s) taken:
Was the complaint or appeal resolved? <input type="checkbox"/> Yes <input type="checkbox"/> No If no, detail any follow up actions:

## Section 5 – Complaint / Appeal Conclusion

Learner advised of outcome	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Date:	
Signature of RTO Manager				