

COMPLAINTS AND APPEALS POLICY AND PROCEDURE

1. Policy

The Complaints and Appeals Policy and Procedure enables Triscott to provide a process to hear and action complaints and appeals, including any allegations involving the conduct of

- Triscott, its trainers, assessors and other staff
- a third party providing services on the RTO's behalf; its trainers, assessors or other staff; or
- a Triscott student

Triscott will view all complaints and appeals as an opportunity for improvement.

Despite all Triscott's efforts to provide satisfactory services to its students and clients, complaints that require formal resolution may occasionally arise. The following procedures provide stakeholders (including students) with an opportunity to have any issues relating to a substantiated complaint or appeal resolved – that is, to satisfy all parties. The complaints and appeals process is at no cost to the student or other stakeholders - unless referred to a third party.

2. Procedure

Contact Triscott directly via email at admin@triscott.edu.au to access the complaints and appeals form available to all stakeholders (students, potential students or other clients). Information is available on the Triscott website and the student information handbook.

2.1 General Complaints

When possible, Triscott encourages complainants to resolve issues through non-formal attempts.

Non-formal attempts might include advice, discussions or general mediation - concerning the issue or the complainant's issue. Any relevant staff member could be involved in this informal process to resolve issues. However, once a complainant makes a formal complaint/appeal, follow the procedure below:

- Any student, potential student, or third party may submit a formal complaint to Triscott with the reasonable expectation that Triscott staff will treat all complaints with integrity and privacy. There will be no cost for accessing the internal complaints and appeals process.
- Complainants can access advice and support from independent external agencies/persons at any point in the complaint and appeals process. Use of external services is at the complainant's cost unless authorised by the CEO at Triscott.
- Any person wishing to submit a formal complaint or appeal should complete the '*Complaints and Appeals Form*' to state their case and provide as many details as possible. Contact Student Administration via email at admin@triscott.edu.au requesting the form.

Formally submitted complaints must include the following information:

- Submission date of complain

- Name of complainant
- Nature of complaint
- Date of the event which led to the complaint
- Supporting attachments (if applicable)

Once Triscott receives the formal complaint, staff enters the complaint details into the 'Complaints and Appeals Register'. The CEO regularly monitors all complaints and appeals. The information contained and updated within the register includes:

- Submission date of complaint
- Name of complainant
- Description of complaint/appeal
- Determined Resolution
- Date of Resolution

A complainant may seek assistance or be accompanied by a support person - regardless of the nature of the issue or complaint - throughout the process.

The CEO will speak to all relevant parties involved in the complaint to allow them to tell their side of the story.

The CEO will attempt to resolve the issue or make a decision on the complaint within 10 working days.

The CEO will keep the complainant informed of any conclusive decisions or outcomes; or processes in place to deal with the complaint. In the unlikely event that the complaint is not finalised within 60 calendar days, the CEO will ensure that the complainant is provided with reasons for the delay and will regularly inform and update the complainant on the progress of the matter. Once a decision is reached, the CEO will inform all parties involved of any conclusive decisions or outcomes - in writing. With notification of the outcome of the formal complaint, the CEO will notify the complainant of their right to appeal. To appeal a decision, the complainant must notify Triscott (in writing) of the grounds of the appeal. The CEO will refer complainants to the appeals procedure.

The CEO will act immediately on any substantiated complaint. If the complaint handling or appeal process results in a decision supporting the complainant, Triscott will immediately implement any required decision or corrective and preventative action; and advise the complainant of the outcome.

The Administration Staff will place copies of all documentation, outcomes and any further action required into the 'Complaints and Appeals Register' and on the student's/complainants' file.

2.2 Appealing a Decision

All complainants have the right to appeal decisions made by Triscott where they can establish reasonable grounds. The areas in which a complainant may appeal a decision made by Triscott may include:

- Assessments conducted OR
- Deferral, suspension, or cancellation decisions made concerning the student's enrolment OR

- Any other conclusion/decision made after Triscott has dealt with a complaint in the first instance.

The complainant must complete a 'Complaints and Appeals Form' to activate the appeals process. The form must include a summary of the grounds for the appeal. Clearly explain why the complainant feels the first decision is unfair. Contact Student Administration for assistance and support with the appeal process.

The CEO will determine the validity of the appeal, organise a meeting with all parties involved in the matter and attempt to seek a resolution where appropriate.

- The process for all formally lodged appeals will begin within 10 working days of the appeal lodgement
- The CEO will act on any substantiated appeal.

Categorise the appeal into the following two areas:

General appeals

- Student Administration will update the 'Complaints and Appeals Register'. And notify the complainant of the option of activating the external appeals process - if not satisfied with the first outcome.
- The complainant will notify Triscott if they wish to proceed with the [external appeals process](#).

Assessment appeals

- A student who wishes to appeal an assessment decision should attempt to resolve the issue with the Assessor involved
- Should the initial attempt to discuss the appeal with the Assessor fail to resolve the assessment outcome, the student must complete the Complaints and Appeals form and email the form to Student Administration.
- Student Administration will enter the appeal into the 'Complaints and Appeals Register.
- The CEO will discuss the appeal with the Assessor involved and may decide to re-assess the assessment with another Assessor before making a fair and equitable decision. The new Assessor will complete a written report regarding the re-assessment, outlining why the student was or was not competent.
- If the decision is still not to the student's satisfaction, the student may lodge a formal appeal – by submitting a written letter outlining their reasons for the appeal to Student Administration.
- After discussing the appeal with the CEO, as directed, the Student Administration will notify the student of the option of activating the [external appeals process](#). The student must notify Triscott if they wish to proceed with the external appeals process.

2.3 External Appeals and Further Information:

External Appeals

Any student enrolled with Triscott who is still dissatisfied with Triscott's internal decision may wish to seek legal advice or submit an application with an external dispute resolution body appointed for this purpose

When the student informs Triscott they have accessed an external appeals process:

- Triscott will maintain the student's enrolment until the external appeal process is finalised
- Triscott will comply with the findings of the external appeals process
- Where a decision or outcome is in favour of the complainant, Triscott will follow the required action and recommendation from the relevant external appeals organisation - to satisfy the student's grievance as soon as practicable.
- The decision of the independent mediator is final. Any further action the student wishes to take is outside Triscott's policies and procedures.
- The CEO will refer the student to the appropriate government agencies if required.
- Triscott will maintain all records and correspondence concerning any external appeal with the initial complaint and internal appeal documentation within the 'Complaints and Appeals Register' and file the document electronically on the student file for a minimum of 5 years.

Further information

If, after Triscott's internal complaints and appeals processes are complete, the student still believes that Triscott is breaching or has breached its legal requirements, they can submit a complaint to the ASQA via [Asqaconnect](https://asqaconnect.asqa.gov.au).