

### **1. Purpose**

This policy and procedure is designed to ensure that complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

### **2. Policy Statement**

Skill Hire WA Pty Ltd trading as Skill Hire (herein referred to as Skill Hire) (RTO 0361) is committed to providing quality training and assessment products and services in compliance with the Standards for Registered Training Organisations (RTOs) 2015.

The RTO acknowledges that it cannot improve training and assessment services without having open and honest complaint, appeal and feedback mechanisms.

### **3. Compliance**

This policy and procedure maps to Standard 6

This policy and procedure should be read in conjunction with the ASQA Fact Sheet on Complaints and Appeals <https://www.asqa.gov.au/standards/faqs/complaints-and-appeals>

### **4. Definitions**

**Complaints** refers to a complaint about the service, training and/or assessment;

**Appeal** refers to an appeal of an assessment outcome;

### **5. Managing Appeals**

The initial appeal should be discussed informally with the staff person involved.

- If the matter is not resolved informally then the person may choose to lodge a formal appeal. This must be done in writing or by requesting Form from Administration which may be completed and submitted.
- A student may lodge an appeal within six (6) weeks of receiving their result of assessment or when provided feedback of an assessment.
- The appeal will be recorded on the Appeals Register and the Training Manager will make contact within 10 working days to arrange a meeting.

- The meeting will be between all parties in an attempt to find a resolution. If necessary, appealed assessments will be reassessed by an alternate trainer/assessor.
- The meeting will be documented with all outcomes and proposed resolutions being provided to all parties and actions immediately implemented.
- The Appeal will be recorded on a Register of Appeals for future reference and monitoring.
- If the student is not happy with this outcome, they will be referred to an external body where the matter can be dealt with independently.

The initial complaint should be discussed informally with the staff person involved.

- If the matter is not resolved informally then the person may choose to lodge a formal complaint. This must be done in writing or by requesting Form from Administration which may be completed and submitted.
- The Complaint will be recorded on the Complaints Register and the Training Manager will make contact within 10 working days to arrange a meeting. Should the complaint be against the Training Manager, the complaint will be handled by the Chief Executive Officer, (CEO)
- A meeting will be held with all parties in an attempt to find a resolution to the issue/s.
- The meeting will be documented with all outcomes and resolutions provided to all parties.
- Recommended actions will be implemented as soon as is practicable.
- If there is no satisfactory resolution to the complaint by all parties, then the complainant will be referred to an external body where the matter can be dealt with independently.
- A Register of Complaints will be maintained for future reference and monitoring.

## **6. Timeframes**

- An appeal or complaint can be lodged within six weeks of the event.
- The Training Manager, Training Coordinator or Quality Advisor will contact within ten days to make a meeting appointment.
- Where the RTO considers it requires more than 60 calendar days to process and finalise the complaint or appeal it will:
  - Inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
  - Regularly update the complainant or appellant on the progress of the matter.

### **7. Appeals Contacts-**

First point of contact for an appeal is a general discussion with your trainer, if you do not get a resolution with your trainer, please proceed below.

Ronel Derman, Administration and Compliance Manager

E: ronel.derman@skillhire.com.au | M: 0425 647 445

### **8. Complaints Contacts-**

First point of contact for a complaint is a general discussion with your trainer, if you do not get a resolution with your trainer, please proceed below.

Richard Moore, Operations Manager – Training Services

E: richard.moore@skillhire.com.au | M: 0424 146 026

The Operations Manager may refer the management of the complaint to the Administration & Compliance Manager if appropriate.

### **9. Raising a Complaint to the Regulator**

Where you are not satisfied with the outcome of your complaint or appeal, you can escalate the complaint to the national regulator, the Australian Skills Quality Authority, ASQA on <https://asqaconnect.asqa.gov.au/>

### **10. Record Maintenance**

All documentation relating to an appeal or complaint will be loaded to the student's profile in the student management system.

Complaints and appeals will be reviewed by the Administration & Compliance Manager to identify any potential causes of any complaint or appeal. Based on the review, action will take place that appropriately eliminates or mitigates the likelihood of any re-occurrence.

## 11. Monitoring and Improvement

All complaints and appeals feed into the RTOs Continuous Improvement Policy and Procedure and form part of the information that feeds into the Quality Indicator Report which is submitted annually.

## 12. Policy Additions or Amendments

Separate to the mandated annual review, the policy may be varied at any time due to legislative changes or to fall in line with widely accepted best practices in the workplace. In the event of any changes, the policy will be updated, and relevant stakeholders advised.

## 13. Schedule of Approvals and Amendments

This document is owned by Christine Zechowski, CEO

Status  Initial document / Amendment	Actioned By	Date of Review	Scheduled Review
Created & Reviewed	Lauren Hollows	01/04/2019	01/04/2020
Minor updates	Lauren Hollows	10/05/2021	01/04/2022
Minor updates - Format	Ronel Derman	02/03/2023	02/04/2024
Minor updates - Logo	Ronel Derman	10/10/2023	02/04/2024

Christine Zechowski

Chief Executive Officer