

Complaints and Appeals Form

Your Details	
Date:	
Your Name:	
Contact Details:	Phone: Address: Email Address:
Please indicate which of the following applies to you: <ul style="list-style-type: none"> <input type="checkbox"/> Prospective student <input type="checkbox"/> Current student <input type="checkbox"/> Past student <input type="checkbox"/> Workplace or Employer <input type="checkbox"/> Partner Organisation <input type="checkbox"/> Other _____ 	
Please indicate if you are lodging a complaint, appeal or an assessment appeal. <ul style="list-style-type: none"> <input type="checkbox"/> Complaint <input type="checkbox"/> Appeal (unrelated to assessment) <input type="checkbox"/> Assessment Appeal 	
1. Please outline the reasons for your complaint or appeal in as much detail as possible. You may attach additional pages and supporting information as needed.	
For complaints and appeals not related to assessment, please complete the following.	

Complaints and Appeals Form

2. Please make any suggestions you have to resolve this issue.			
3. Are there particular staff members of <Organisation> who may need be involved in the investigation of this complaint or appeal and in what way?			
For assessment appeals, please complete the following.			
4. Which unit and/or task is this appeal in relation to?			
Signed:		Date:	/ /
Printed name:			

Please return this form using the details below.

<p>3/62 Robinson Street Dandenong VIC 3175 or email to info@angelinstitute.com.au</p>

Complaints and Appeals Form

Complaints and Appeals Policy

Purpose

The purpose of this policy and procedure is to outline Angel Institute of Education's approach to managing dissatisfaction, formal complaints and appeals of students, clients, staff and other members of the community. It provides a transparent approach for all complaints and appeals to be addressed in a fair, efficient and confidential manner.

This policy and procedure ensures compliance with Standard 6 of the Standards.

Definitions

Appeal means a request for a decision made by Angel Institute of Education to be reviewed.

Complaint means a person's formal expression of dissatisfaction with any product or service provided by Angel Institute of Education.

Contract means the 2017 VET Funding Contract for the Skills First Program issued by the Department.

Department means the Victorian Department of Education and Training.

Services means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support.

SRTOs means the Standards for RTOs 2015 – refer definition of 'Standards'.

Standards means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from www.asqa.gov.au.

Complaints and Appeals Form

Policy

1. Nature of complaints and appeals

- Angel Institute of Education responds to all allegations involving the conduct of:
 - The RTO, its trainers and assessors and other staff.
 - Any third party providing Services on behalf of Angel Institute of Education.
 - Any student or client of Angel Institute of Education.
- Complaints may be made in relation to any of Angel Institute of Education's services and activities such as:
 - the application and enrolment process
 - marketing information
 - the quality of training and assessment provided
 - training and assessment matters, including student progress, student support and assessment requirements
 - the way someone has been treated
 - the actions of another student
- An appeal is a request for a decision made by Angel Institute of Education to be reviewed. Decisions may have been about:
 - course admissions
 - refund assessments
 - response to a complaint
 - assessment outcomes / results
 - other general decisions made by Angel Institute of Education

2. Principles of resolution

- Angel Institute of Education 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, Angel Institute of Education 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.
- Angel Institute of Education will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.

Complaints and Appeals Form

- Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.
- Where a student chooses to access this policy and procedure, Angel Institute of Education will maintain the student's enrolment while the complaints/appeals handling process is ongoing.

3. Timeframes for resolution

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 that the matter is resolved.

4. Records of complaints and appeals

Angel Institute of Education will maintain a record of all complaints and appeals and their outcomes on the *Complaints and Appeals Register*, which will be securely stored according to the Privacy Policy and Procedures.

5. Making a complaint or appeal

- Complaints about a particular incident should be made within ninety (90) calendar days of the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
- Complaints and appeals must be made in writing using the *Complaints and Appeals Form*, or other written format and sent to Angel Institute of Education's head office at 3/62 Robinson Street VIC Dandenong 3175 attention to the Chief Executive Officer.
- When making a complaint or appeal, provide as much information as possible to enable Angel Institute of Education to investigate 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.
- All complaints and appeals will be acknowledged in writing via email or post within 7 days.

6. Resolution of complaints and appeals

- Some or all members of the management team of Angel Institute of Education will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Where a third party delivering Services on behalf of the RTO is involved, they will be included in the process of resolving the complaint or appeal.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task.

7. Independent parties

Complaints and Appeals Form

- Angel Institute of Education acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Angel Institute of Education.
- Angel Institute of Education may also appoint the independent party to be involved in the resolution of a complaint or appeal where it is deemed necessary.
- The independent party recommended by Angel Institute of Education is Melbourne commercial arbitration and mediation centre). Complainants and appellants are able to use their own external party at their own cost.
- Angel Institute of Education will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
- The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

8. External complaint avenues

- Angel Institute of Education agrees to respond to and cooperate in good faith with any complaints handling mechanism or process established by ASQA or the Department from time to time for the purpose of resolving student complaints or other issues in relation to the delivery of services.
- Complaints can be made externally through the following avenues:
- National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- Phone: 13 38 73, Monday - Friday, 8am to 6pm nationally.
- Email: ntch@education.gov.au

For more information about the National Training Complaints Hotline, refer to the following webpage: <https://www.education.gov.au/NTCH>

- Australian Skills Quality Authority (ASQA):

Complainants may also complain to Angel Institute of Education's RTO's registering body: Australian Skills Quality Authority (ASQA).

However, ASQA will only use the information you provide to inform its regulatory approach and will not contact Angel Institute of Education on behalf of the complainant or act as their advocate. For more information, refer to the following webpage: <http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html>

- Department of Education and Training

Complaints relating to government funded training under the Skills First Funding Contract can be made to the Department of Education and Training. The Department is principally concerned with

Complaints and Appeals Form

complaints regarding RTO misconduct including unethical and fraudulent practices. If a party wishes to make a complaint to the Department, they can do so by:

- Downloading the Department's complaint form, available at <http://www.education.vic.gov.au/about/contact/Pages/compliancecomplain.aspx>; and
- Returning the completed form to the following email address vtg.feedback@edumail.vic.gov.au; or
- Alternatively, the party can post the completed complaint form to:
Deputy Secretary, Higher Education and Skills Group
c/- Executive Director, Training Market Operations
GPO Box 4367
Melbourne, Victoria 3001

9. Publication

- This policy and procedure will be published in the Student Handbook and on Angel Institute of Education's website in accordance with its *Marketing and Advertising Policy and Procedure* and to ensure it is publicly available.