

# POLICY

STD 6	Complaints and Appeals (including Academic Grievance)	Clause 6.1 – 6.6
Approved:		Version 2 Annual Review Date: December 2017

## 1. Policy

- 1.1 Look Now Training is committed to providing learners, staff and stakeholders with the best possible environment in which to study or work.
- 1.2 Look Now Training understands that on occasion, there may be instances of dissatisfaction and invites complaints and appeals from a dissatisfied party so that a resolution can be found and provide an opportunity to consolidate the feedback into a review and improvement of our policies and practices. This right to a complaint and appeal also extends to persons seeking to enrol.
- 1.3 Look Now Training will address all complaints and appeals in a timely manner and openly and honestly so as to resolve problems through fair and reasonable means. The principles of natural justice and procedural fairness will be adopted at every stage of the complaint and appeals process.
- 1.4 The complainant has the right for their complaint to be heard and for an impartial decision to be made at no cost to themselves. Complainants have the right to appeal a decision made about a complaint, as well as submit an appeal about an assessment decision.

1.5 This policy manages and responds to allegations involving the conduct of

- (a) Look Now Training, its trainers, assessors or other staff;
- (b) a third party providing services on Look Now Training's behalf, its trainers, assessors or other staff; or
- (c) a learner of Look Now Training

1.6 This policy also manages requests for a review of decisions, including assessment decisions, made by Look Now Training or a third party providing services on its behalf.

1.7 A complaint or appeal may include, but is not limited to: Complaints:

- General complaints including dissatisfaction with services
- Marketing and promotional activity
- Personal safety
- Administration
- Behaviours of others
- Equity and access, discrimination, harassment and bullying
- Sexual harassment
- Unfairness and injustice
- Vilification
- Student amenities
- Complaints about financial matters, fines and payments,
- Application procedures,
- Exclusions from events and facilities; and
- The use or misuse of personal information, breach of privacy

**Academic Grievance:**

- Course advice and enrolment
- Suspension and/or cancellation of enrolment
- Program delivery
- Learning resources
- Assessment
- Issue of results, certificates, statement of attainment

**Appeals:**

- Assessment process and decision
  - Learner progress and academic progress decisions
- 1.8 This policy and procedure ensures that both the requirements of the Standards for RTOs 2015, as well as the Higher Education Support Act 2003 Schedule 1A VET Guidelines 2015 are met.
- 1.9 Initial contact may be lodged verbally, or through an advocate and at all times the complainant will be provided with an opportunity to have their complaint formally recorded.
- 1.10 Complainants are encouraged to speak directly to the person involved to try and resolve their complaint informally, however if the informal discussion does not resolve the matter or the complainant is uncomfortable with approaching the person directly, the complainant should access the formal process. All formal complaints or appeals (including assessment appeals) must be made in writing using the Complaints and Appeals Form and forwarded to the General Manager within 20 working days of the matter occurring. The Complaints and Appeals Form can be accessed via the Look Now Training website or provided by email or in hardcopy to the complainant/appellant.
- 1.11 Look Now Training will:
- (a) acknowledge all complaints and requests for an appeal in writing within 5 working days of receipt;
  - (b) regularly update the complainant or appellant on the progress of their complaint or appeal;
  - (c) aim to finalise all complaints and appeals processes within 20 working days, or as soon as practicable;
  - (d) inform the complainant or appellant in writing if it considers that more than 60 calendar days will be required to process and finalise the complaint or appeal, including reasons why more than 60 calendar days are required;
  - (e) Inform the complainant or appellant in writing of the outcome of their complaint or appeal including the reasons for the decision; and

- (f) ensure that in relation to assessment appeals, that the original assessment decision will be reviewed by an independent qualified assessor and the appellant notified of the outcome.
- 1.12 Where a face to face meeting is required during any stage of the complaint or appeal process, complainants and/or appellants have the right to have a third party such as a family member or friend accompany them.
- 1.13 If a complainant or appellant is unsatisfied with the outcome of their complaint or appeal they may seek review of Look Now Training's decision by referring their complaint or appeal to an external dispute resolution body appointed for this purpose by Look Now Training.

The details for the external body and contact person are:

Resolution Institute  
(02) 9251 3366 / 1800 651  
650 Level 1, 13-15 Bridge  
Street  
Sydney NSW 2000

Look Now Training will give due consideration to any recommendations arising from the external review.

The costs of an external dispute resolution process must be borne by the complainant and Look Now Training will inform the complainant of such costs in writing.

- 1.14 Complainants may also contact the National Training Complaints Hotline 13 38 73 where they have a complaint against Look Now Training as a training provider.
- 1.15 Look Now Training staff and the complainant/appellant will observe strict confidentiality during all stages of the complaints resolution process. All communications and proceedings arising from the complaints process will remain confidential at the conclusion of the complaints resolution process.
- 1.16 Look Now Training securely maintain records of all formal complaints and appeals and their outcomes on the Complaints and Appeals Register. Only authorised individuals have access to complaints and appeals records. Records are available for 5 years from the date of the initial complaint. For further information on how to access these

records please refer to the Personal Information Policy and Procedure.

1.17 Look Now Training aims to identify potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

1.18 Learners are advised of the Look Now Training Complaints and Appeals Policy in the Learner Handbook.

## 2. Scope

This policy and procedure applies to learners and employees of Look Now Training Pty Ltd.

### Definitions

All definitions are detailed in the Glossary contained at the back of the Policy and Procedure Manual.

Complainant for the purpose of this policy, may refer to person/persons who is a:

- member of the public ‘
- Learner (as outlined below)
- parent/guardian of a Learner
- personnel from a Government Department or Agency
- employer of a Learner

Learner for the purpose of this policy, the term ‘learner’ shall be deemed to be interchangeable with the term ‘student’.

Learner/s refers to all persons enrolled or who have previously been enrolled with Look Now Training, regardless of funding/program or course type.