

## COMPLAINTS AND APPEALS POLICY

### PURPOSE

This policy is to provide a framework to address the broad range of complaints and appeals related to the commercial and Registered Training Organisation (RTO) activities of PARASOL EMT Pty Limited (PARASOL).

### SCOPE

This policy, which is accessible to the public, is to manage and respond to complaints and appeals that impact the organisation's management systems, quality of products and services, compliance with legislation, regulations, standards and code of practices related to those products and services.

### POLICY STATEMENT

PARASOL EMT Pty Limited respects the rights of its Clients to have their complaints and appeals to be resolved in a manner that is impartial, just and responsive. This policy is based on the principles of fairness, accessibility, responsiveness and efficiency. The process relates to both the commercial and RTO aspects of PARASOL, in particular the appeals and reassessment process is an integral part of all training and assessment pathways, leading to the issue of AQF certification documentation

The complaints and appeals processes are available to and can be lodged by any Client in relation to the quality of products and services and operational systems including legislative and regulatory compliance of practices and personnel. This includes compliance with the VET Quality Framework which includes complaints about the RTO, trainers, assessors, staff, third parties and other learners as well as appeals against assessment decisions

Complaints and appeals will be resolved through a process that is consistent, systematic, open and objective. All complaints and appeals will be handled with a positive attitude and without assigning blame to any party. Access to the necessary support will be provided to ensure that the Complainant/Appellant progresses through an open, objective, fair and equitable method, leading to an outcome that satisfies both parties.

Where possible all non-formal attempts shall be made to resolve complaints and appeals. This may include advice, discussions and general mediation in relation to the issues. Any staff can be involved in this informal process, but once a complaint or appeal is formalised the applicable procedure must be followed.

General enquiries related to client requests or progress will be dealt with as they arise and are not subject to the related procedure.

Anonymous complaints will be collected and reviewed, and the Complainant will be advised that the applicable procedure cannot fully be undertaken without the identity of the Complainant.

All complaints and appeals must be submitted in writing and will be addressed and resolved within sixty (60) days, and complainants/appellants will be notified of any reasons for resolution delay beyond this time.

In the instance of resolution to the complaint/appeal has not been achieved, there is a provision for review by a third party.

Formal complaints and appeals will be recorded in the Enquiry Register. All records related to complaints/appeals will be collected, stored and maintained and are subject to strict confidentiality conditions as per the *Information Privacy Act 2008 (Cth)*

The outcomes of the Complaints/Appeals process will be utilised to analyse trends so to provide a basis to identify and eliminate complaint/appellant triggers, highlight service failings so they can be acted upon to improve operations and client interaction.

If a complaint or appeal is considered to be abusive, trivial or vexatious the Complainant/Appellant will be advised in writing, and no further action will take place. The decision will be at the discretion of the Chief Executive officer or delegate.

#### **MONITORING EVALUATION AND REVIEW**

Quality and Compliance reviews this policy for relevance, effectiveness and compliance every two years or as required upon legislative, regulatory or business amendments.

**END OF STANDARD POLICY DOCUMENT**