

Institute of Quality Asset Management
Complaints and Appeals Policy

Complaints and
Appeals Policy
(Version 2.0)



Complaints and Appeals Policy (version 2) January 2014

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Complaints and Appeals Policy and Procedure for the Institute of Quality Asset Management Pty Ltd – IQ-AM

Policy Objective / Purpose (SRT0 2015: Standard 6)

The Institute of Quality Asset Management Pty Ltd (IQ-AM) as the Registered Training Organisation IQ-AM (22515) is committed to meeting the needs of its Learners, clients, staff and stakeholders and under standard 6 this policy will ensure that “*complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively*”.

IQ-AM is committed to following the complaints and appeals procedure to reach the best outcome for its staff and students.

IQ-AM complies with the standards for RTO’s 2015 endorsed by the Council of Australian Governments’ (COAG).

Scope

This procedure applies to all complaints and appeals that impact on the organisations management systems; quality of training and assessment; quality of client service; and compliance with the VET Quality Framework, inclusive of complaints about:

1. The RTO and its trainers, assessors and other staff
2. An RTO’s third party, its trainers assessors and other staff and
3. A learner of the RTO

Definitions for coverage of this policy

Complaint is any expression of dissatisfaction with an action or service of the Registered Training Organisation.

Appeal is a formal application for the reversal of a decision usually about assessment.

VET Quality Framework (VQF) includes the following –

- Standards for Registered Training Organisations (RTO’s) 2015
- Australian Qualifications Framework (AQF)
- Fit and Proper Person Requirements
- Financial Viability Risk Requirements
- Data Provision Requirements

Appeals Procedure

Step 1 – Students who are appealing an assessment outcome / and or the assessment process should discuss their issue with the Trainer or Assessor involve who will attempt to resolve the issue immediately.

Appeals can be made by email, by phone or in person. If as a student you don't have the individual trainer or assessors email you can make contact through the email address used for assessment submissions assess@iq-am.com.au and put the header complaint in the subject of the email.

This step must commence within ten (10) working days of the assessment outcome being advised / returned to the student.

If resolved it will be noted and placed in the students file and on the IQ-AM complaints log.

Step 2 – If not satisfied with the result from step one the student must lodge a formal Complaint / Appeal with the Learning and Development Manager by email at mang@iq-am.com.au . This complaint / appeal must contain all the relevant information to allow action to be taken. Receipt of this appeal will be acknowledged by email and this complaint will be logged into the complaints log at this time.

Step 3 – For an assessment appeal it will be reviewed by a different Assessor without reference to the original assessors mark or commentary and the results of this review made available to the student within 10 working days. A copy will be noted on the students file and the outcome will be noted in the complaints log. The result of the appeal will be sent in writing to the student who lodged the appeal.

Step 4 – If the student is still not satisfied with the outcome of the appeal the reasons must be notified in writing by email to the Learning and Development manager at mang@iq-am.com.au then a final review will be carried out by an Assessment Appeals Panel headed by the CEO – the outcome of which will be advised in writing within 15 working days from receipt of final appeal.

Step 5 – If the student is not satisfied with the outcome of the internal appeal – once they have exhausted all the above options – they have the right to lodge a complaint with ASQA. Prior to this the IQ-AM will endeavour to consider all reasonable request as it is not in the Institutes best interest to have dissatisfied students, but it is also not in the Institute's best interest to accept an assessment appeal where it is not justified. However to quote ASQA -- ***“it is not ASQA's role to arbitrate between aggrieved parties. ASQA receives and investigates complaints to assist it to manage the risk of training providers not complying with their legislative obligations. If you are a student, or representing a student, you **must first seek** to have your complaint investigated through your training provider's **internal complaints and appeals resolution processes.**”*** <https://rms.asqa.gov.au/registration/newcomplaint.aspx>

For ASQA complains refer to the complaints form at

<https://rms.asqa.gov.au/registration/newcomplaint.aspx> or in writing to

<mailto:enquiries@asqa.gov.au>

Complaints Procedure

Step 1: - if a student or any one has a complaint they are encouraged to first speak with their trainer or contact person at IQ-AM. If they are not comfortable addressing the issue directly with the trainer they are encouraged to contact the Learning and Development Manager on mang@i-qam.com.au or on (03) 5266 1487.

Step 2: - If the issue is not resolved the student or client is encouraged to lodge the complaint – If not satisfied with the result from step one the student must lodge a formal Complaint with the Learning and Development Manager by email at mang@iq-am.com.au . This complaint must contain all the relevant information to allow action to be taken. Receipt of this appeal will be acknowledged by email and this complaint will be logged into the complaints log at this time. Resolution or response will occur within 10 working days or sooner and the result will be sent in writing.

Step 3 – If the student is not satisfied with the outcome of the internal review of the complaint – once they have exhausted all the above options – they have the right to lodge a complaint with ASQA. Prior to this the IQ-AM will endeavour to consider all reasonable requests as it is not in the Institutes best interest to have dissatisfied students, but it is also not in the Institute’s best interest to accept an assessment appeal where it is not justified. However to quote ASQA -- ***“it is not ASQA's role to arbitrate between aggrieved parties. ASQA receives and investigates complaints to assist it to manage the risk of training providers not complying with their legislative obligations. If you are a student, or representing a student, you must first seek to have your complaint investigated through your training provider's internal complaints and appeals resolution processes.”*** <https://rms.asqa.gov.au/registration/newcomplaint.aspx>

For ASQA complains refer to the complaints form at

<https://rms.asqa.gov.au/registration/newcomplaint.aspx> or in writing to

<mailto:enquiries@asqa.gov.au>

Anonymous Complaints

If an individual wishes to lodge an anonymous complaint this may be done through the enquires portal on the website www.iq-am.com.au or by submitting a written complaint without a name. The complaint will be logged in the complaints file and will be investigated for a resolution, however as the complaint is anonymous there will be no response to the complainant.

External Arbitration

If a learner, client, staff member or stakeholder is dissatisfied with a decision of the RTO during the complaints or appeals process they may wish to escalate the matter and seek external arbitration from an independent arbitrator that is acceptable to both parties. However this will be at the expense of the complainant.

Conclusion

IQ-AM seeks to prevent complaints by ensuring that learners, clients, staff members and stakeholders are satisfied with their training and assessment experience and their training product and its outcomes. Personnel are expected to be fair, courteous and helpful in all dealings with all.

References

- Student Handbook
- Learners Guide's
- Continuous Improvement Procedure
- VET quality framework
- Standards for RTO's 2015 Standard 6

Records

- Improvement Register
- Complaints and Appeals Register