



# Complaints & Appeals Procedure

Australian Paramedical College





# Complaints & Appeals Procedure

## Process Scope

Industry Pathways Pty Ltd (ABN 65 153 814 192) operating as Australian Paramedical College (APC) is committed to undertake all necessary actions to resolve student complaints, grievances and appeals relating to both academic and non-academic matters in a fair and expeditious manner.

This procedure outlines the process for students making a complaint or appeal and identifies the Australian Paramedical College response and action parameters.

The CEO of the Australian Paramedical College is ultimately responsible for ensuring compliance with the VET Quality Framework (VQF) including Standard 6 of the Standards for Registered Training Organisations (2015). This includes the complaints and appeals policy forms and procedures.

The Quality Practice Coordinator as the delegate of the CEO is responsible for the Quality Practice complaints and appeals.

## Purpose

The purpose of this Procedure is to

- Support the RTO's transparency and provide instruction and guidance for students to support the Complaints and Appeals Policy and support access to complaint and appeal action by students where required;
- Reassure students that any disputes or complaints will be taken seriously, handled professionally and confidentially in order to achieve a speedy resolution;
- Ensure that our students have access to a process to support a clear understanding of the steps involved in Australian Paramedical College complaint and appeals policy;
- Provide independent authorities who may assist in the event of a complaint or appeal with relevant information regarding the company's complaint and appeals process; and
- Support the Australian Paramedical College in meeting compliance with Standard 6 of the VET legislation and Standards for Registered Training Organisations (RTOs) 2015.

## Definitions

### Australian Skills Quality Authority (ASQA)

The authority responsible for registering training organisations in Australia, including all the processes relating to registration and the imposition of sanctions on RTOs.

### VET Quality Framework (VQF) includes:

- the Standards for NVR Registered Training Organisations;
- the Australian Qualifications Framework;
- the Fit and Proper Person Requirements;



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- the Financial Viability Risk Assessment Requirements;
- the Data Provision Requirements.

## Responsibilities

**All staff** are responsible for but not limited for the following:

- Addressing verbal complaints and documenting as per the scope of this procedure.
- Advising the complainant of the formal written complaints and appeals process as per the Australian Paramedical College Complaints and Appeals Policy and Procedure
- Forwarding the details of complaints to the Commercial Manager (the CEO's delegated person)

## 1. Complaints/Appeals Procedure

### Verbal complaints:

- College staff are to address and attempt to resolve the complaint if possible themselves. If the complaint is outside of their scope, staff must redirect students to the relevant Department Manager for further consultation.
- If the complaint cannot be promptly and simply resolved with the Department Manager, advise that the issue may need to be formally documented and/or will be escalated to the Commercial Manager once a formal complaint is received in writing via email to [complaints@apcollege.edu.au](mailto:complaints@apcollege.edu.au).

### Written complaints/appeals:

- The Complainant/Appellant is required complete our 'Complaints and Appeals form' which can be found on our website under the 'Policies' tab, accessed [here](#). This completed form must be emailed to the Commercial Manager via [complaints@apcollege.edu.au](mailto:complaints@apcollege.edu.au)

Upon receipt of the written complaint/appeal by APC:

- The Commercial Manager acknowledges receipt of the complaint/appeal in writing within two (2) business days of having received the
- if the complaint/appeal is not in relation to the Commercial Manager, forward it to the Commercial Manager via email to [complaints@apcollege.edu.au](mailto:complaints@apcollege.edu.au).
- if the complaint/appeal is in relation to the Commercial Manager it is to be forwarded to the CEO via email to [sahil.shekhar@apcollege.edu.au](mailto:sahil.shekhar@apcollege.edu.au).

- The complaint/appeal is recorded on the Complaints Register by the Commercial Manager
- Provide the student, relevant staff member or third party (as applicable) an opportunity to present their case. They also may be accompanied by other people as support or as representation.
- Determine the basis for the complaint/appeal
- Consult with all stakeholders regarding the complaint/appeal
- If necessary, convene an independent panel, the Complaints and Appeals Committee, to hear the complaint/appeal. The complaint/appeal committee will include:
  - The Commercial Manager
  - The Office Manager
  - The Training and Assessment Manager
  - The Quality Practice Coordinator
  - The Managing Directors
- Notify the Complainant/Appellant the outcome in writing within 14 business days including the reasons and grounds for the decision.
- If the complaint/appeal is not finalised within 14 days of receipt of the complaint/appeal, the Complainant/Appellant is informed of the reasons in writing and regularly updated on the progress of the matter.
- Once the complaint/appeal is finalised the documentation is securely filed, and the outcome and continuous improvement action is noted on the Complaints and Appeal Register by the Commercial Manager.
- Appeals must be made within ten (10) business days of receipt of the outcome.

## **2. The Complaints and Appeals Committee's role is to:**

- Apply Natural Justice in dealing with the appeal.
- Review and address the circumstances of the appeal and make a decision on the evidence submitted.
- Keep a record of the proceedings to ensure that the appeal procedure was conducted fairly
- The decision of the Complaints and Appeals Committee shall be given in writing to the Commercial Manager and to the student outlining the reasons for the decision



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- A copy of the proceedings conducted by the Complaints and Appeals Committee and the original appeal form will be given to the relevant parties, and maintained by Australian Paramedical College
- The decision of the Complaints and Appeals Committee shall be final.

If the procedures fail to resolve the issue/s, the Complainant/Appellant may have the outcome reviewed (on request) by an appropriate party, independent of the RTO at their own cost.

The Complainant/Appellant may seek to lodge the issue through additional Third Party Organisation if they feel necessary.

### **3. The RTO will undertake a continuous improvement process that includes:**

- reviewing the details in the Complaints and Appeals Register
- reviewing the Complaints and Appeals Policy and Procedures
- taking appropriate corrective action to eliminate or mitigate the likelihood of the same problems occurring again.

If the process fails to resolve the complaint or appeal, or arrive at an amicable outcome a review by an independent party will be provided if requested

### **4. Further Action**

If a student is not satisfied with the outcome of their Complaints and Appeals Committee outcome, they will be referred to the complaints section of the Australian Skills Quality Authority at [www.asqa.gov.au](http://www.asqa.gov.au) or the training ombudsman at <https://trainingombudsman.qld.gov.au/>.

#### **Related Forms and Documents**

- Complaints and Appeals Policy
- Complaints and appeals Form
- Complaint and Appeals Register
- Assessor Code of Practice
- Student Code of Conduct
- Assessment Policy