



## 1. Purpose

This policy is based on providing and maintaining training services that are fair and reasonable and afford a process through which issues or inadequacies can be resolved. This process provides for complaints and appeals to be dealt with in a timely and confidential manner. The aim is to ensure that APL Group staff and Training Partners act in a professional manner at all times.

## 2. Scope

All students, prospective students, clients, employers, employees, training partners and other stakeholders have a right to lodge a complaint if they have cause for dissatisfaction in relation to any services provided by APL Group.

This policy provides a clear process to register a complaint or appeal. It ensures all parties involved are kept informed of the resulting actions and outcomes.

## 3. Complaints Procedure

If a client or student has a complaint relevant to the delivery of training and assessment, they are encouraged to speak immediately with the Trainer-Assessor to resolve the issue. If the complainant is not satisfied that the issue has been resolved they will be advised to contact the APL Group Head Office. APL Group administration staff will then investigate the complaint and advise the complainant of the outcome.

If the complainant is not satisfied with the outcome they may write to the Compliance Manager, setting out in detail the issue of concern. This may lead to occasions where an industry-training representative may be invited to act as an objective party in order to negotiate a satisfactory resolution.

If a complainant is not comfortable with disclosing a complaint, they can call the National VET Regulator on 1300 701 801 for advice on what further actions may be taken to deal with the complaint.

### 3.1 Complaints Process

All complaints shall follow the below procedure:

- a) Verbal or written complaint to the relevant Trainer-Assessor or to APL Group administrator;
- b) Verbal or written response as appropriate must be given to the complainant within 24 hours;
- c) If not satisfied, complaint made in writing to the Compliance Manager within five working days of the incident;
- d) A written complaint sent to the Compliance Manager will constitute a formal complaint from the complainant;
- e) The Managing Director must be informed of receipt of all formal complaints;
- f) The Compliance Manager may delegate responsibility for the resolution of the complaint;
- g) In the case of a formal complaint, the Compliance Manager will initiate a transparent, participative investigation to identify the issues;
- h) Assessment complaints will be processed in accordance with the Appeals Procedure set out in item 4.1;
- i) Where possible, complaints are to be resolved within 10 working days of the initial application;



- j) Where this timeframe is not possible – where an interested party is absent, for example – the Managing Director and Compliance Manager will jointly decide on a reasonable and achievable timeframe and convey this together with the reasons to the complainant.
- k) In all cases the final conclusion will be assessed jointly by the Compliance Manager and the Managing Director;
- l) The complainant will be advised in writing of the outcome of their complaint;
- m) If the outcome is not to the satisfaction of the complainant, they may seek an appointment with the Compliance Manager or with the Managing Director as appropriate;
- n) If the complainant is not satisfied with the decision they have the option to seek outside assistance to pursue the complaint;
- o) All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the complainant in any current or future training.

#### 4. Appeals Against Assessment Decisions

APL Group strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.

##### 4.1 Appeals Process

All appeals shall follow the below procedure:

- a) Be made in writing within 5 days of notification of the assessment decision;
- b) A written submission will constitute a formal appeal from the participant;
- c) The Compliance Manager shall be informed of receipt of any appeal;
- d) The Compliance Manager may delegate responsibility for the resolution of the appeal
- e) In the case of an appeal, the Compliance Manager will initiate a transparent, participative process to deal with the issues at hand;
- f) Appeals where possible are to be resolved within 10 working days of the initial application;
- g) In all cases the final conclusion will be endorsed by the Compliance Manager;
- h) The participant will be advised in writing of the outcome of their appeal;
- i) If the outcome is not to the satisfaction of the participant, they may seek an appointment with the Compliance Manager or with the Managing Director;
- j) If the participant is not satisfied with the decision they have the option to seek outside assistance to pursue the appeal;
- k) All appeals will be handled as Staff-In-Confidence and will not affect or bias the progress of the participant in any current or future training.



## 5. Administration

All complaints and appeals will be discussed at Management Review Meetings for continuous improvement of the processes.

All Complaints and Appeals are to be held on file.

Details concerning the scope of the Complaints and Appeals Policy are to be clearly displayed throughout the organisation and contained within the Employee Induction Process and Client Handbook.