

Policy and Procedure Name	Complaints and Appeals Policy and Procedure
Version	3.1
Approved By	Lucas Newland
Date Implemented	18.3.2021

1. Purpose and Scope

The following policy and procedure outlines Brent Street's approach to providing its students, staff or third parties with an accessible, transparent, fair and efficient complaints/appeals management process.

The Complaints and Appeals Policy and Procedure applies to all students, staff and third parties and relates to all aspects of service delivery (e.g. student recruitment/enrolment, delivery of training and assessment, fees and refunds, privacy, advertising and marketing practices).

Allegations involving the conduct of students or staff, or where applicable any third party providing services on Brent Street's behalf are managed according to this policy and procedure. The '*Consumer Protection Policy and Procedure*' and the '*Quality Assurance Policy and Procedure*' provide additional information to support the complaint and appeals management system.

2. Abbreviations / Definitions

Brent Street Pty Ltd	Brent Street or Brent Street's
Appeal	A formal application to have an assessment decision or finding reviewed.
Appellant	The person who is asking to have an assessment decision or finding reviewed.
ASQA	Australian Skills Quality Authority.
Complaint	A grievance that requires a formal resolution process.
Complainant	The person or organisation who has raised the complaint.
RTO	Registered Training Organisation

3. Policy

Brent Street understands that from time to time students, staff, or third parties may wish to make a formal complaint about an aspect of service delivery or students may choose to appeal an assessment decision or process that they feel is unfair. Brent Street welcomes such feedback as it provides valuable information that can be used to meet the needs of its staff, students and third parties and improve the delivery of its service. The principles of the organisations complaints and appeals process are as follows.

- The Complaints and Appeals policy and procedure is free and publicly available to all students/staff/third parties.
- Information on how to make a complaint/ appeal is available in the '*Complaints Policy and Procedure*', '*Consumer Protection Policy and Procedure*', 'Student Handbook' and on the organisations website.
- Complaints and appeals are investigated and resolved as quickly as possible. Where practicable complaints are resolved at the time that they are raised.
- All complaints and appeals are acknowledged in writing and finalised after a comprehensive investigation has occurred.
- Brent Street aims to form a response to the complainant/appellant within 10 days of the complaint/appeal being received.
- Where the organisation considers more than 60 calendar days are required to process and finalise the complaint/appeal they will inform the complainant/appellant in writing as to why this is required and will provide the complainant/appellant regular progress updates on the progress of this matter.
- Procedural fairness and the principles of natural justice are adopted at each stage of the complaint/appeal process.
- The decision maker is always independent of the decision being reviewed.
- Confidentiality of information is maintained at all stages of the complaint/appeal process.
- Where complaints and appeals are unable to be resolved internally and at the request of the individual a review by an appropriate independent party of Brent Street and the complainant/appellant occurs.
- To mitigate the likelihood of a similar complaint/appeal reoccurring opportunities for improvement identified through the complaints and appeals process are actioned through the organisation's continuous improvement process.
- Brent Street securely maintains records of all complaints and appeals and their outcomes for a period of 30 years.

4. Procedure

The following procedure outlines the framework and process of and has been summarised in **Diagram 1 – Complaints and Appeals Procedure**.

4.1 Lodging a complaint or appeal

Informal Complaint

In the interest of effective, early resolution. Staff, students or third parties are encouraged to raise their complaint/appeal with the relevant person, or in the case of students, they are requested to speak with their Course Co-ordinator as soon as a grievance arises.

Our Course Co-ordinators are approachable and experienced in assisting students resolve issues at an informal level to ensure the complainant or appellant has a positive experience working toward a mutually acceptable and reasonable outcome.

Formal Complaint

If the complaint/appeal remains unresolved at a local level, staff, students or third parties are to escalate their complaint or appeal to the Operations & Production Manager by writing an email or a letter outlining the type and the cause of their grievance to:

Operations & Production Manager, Tom Redford
Email: tom@brentstreet.com.au

To ensure the finalisation of results students are asked to lodge an appeal within 28 working days of the unfavourable assessment decision being made.

4.2 Acknowledgement of Complaint/ Appeal

Within 7 working days of receiving the complaint/appeal the Operations & Production Manager will acknowledge in writing that they have received the complaint/appeal and will outline the next steps in the resolution process.

4.3 Investigation/Moderation

A comprehensive and objective investigation that respects the rights and privacy of all involved, subsequently occurs. The principles of procedural fairness and natural justice are adopted at each stage of the complaint process.

In the case of an assessment appeal, the student's assessment task(s) is reviewed by a suitably qualified independent panel (moderation activity) to ensure that the principles of assessment and rules of evidence have been implemented. Recommendations from that activity inform the outcome of the student's appeal.

4.4 Continuous Improvement

Where an investigation or moderation activity identifies opportunities for improvement these are actioned through the organisation's continuous improvement process.

4.5 Outcome Notification

To ensure a fair and objective process the decision maker is always independent of the decision being reviewed.

Appellants have their result reviewed following the completion of a moderation activity. If the moderation activity concurs with the initial assessment decision, the student will be offered a reassessment opportunity. If, however, the moderation activity disagrees with the initial outcome, the student's assessment result will be changed.

The complainant/appellant is notified in writing of the outcome of their complaint (outcome notification) within 10 working days from the date the complaint was initially received.

Where the organisation considers more than 60 calendar days are required to process and finalise the complaint/appeal, they will inform the complainant/appellant in writing as to why this is required and will provide the complainant/appellant regular progress updates on the progress of this matters.

4.6 Independent Review

If the complainant/appellant is dissatisfied with the outcome of their complaint/appeal, they can ask for their case to be reviewed by an independent party. This review will occur within 14 working days of the date of outcome notification. In these instances, Brent Street will organise for an independent party to review the complaint and where required mediate resolution.

If after the independent review the complainant/appellant is still dissatisfied with the outcome of their complaint/appeal, they can lodge a complaint with their local state and territory consumer protection agency, Australian Competition and Consumer Commission or Industry ombudsmen.

If the cause of the complaints is around nationally recognised training, the student can make a complaint to the Australian Skills Quality Authority. Further information can be found on asqa.gov.au.

If the cause of the complaint is around the collection, use, disclosure or storage of personal information, the student can complaint to the Office of the Australian Information Commissioner. Further information can be found on www.oaic.gov.au.

If the cause relates to the

4.7 Documentation and Record Keeping

All complaints and appeals (informal and formal) are recorded in Brent Street Pty Ltd Complaints and Appeals Register. The register and all other associated documentation is securely stored (electronically) for a period of 30 years.

4.8 Monitoring

The Continuous Improvement Committee monitors the complaints and appeals process to ensure that required timeframes are met, opportunities for improvement are actioned and the process is fair, transparent and conducted in a way that protects the rights of its students.

The Managing and Creative Director is made aware of all complaints and appeals and the outcomes of those complaints/appeals.

5. References.

- **Australian Skills Quality Authority (2015) "User's Guide Standards for Registered Training Organisations (RTOs) 2015".**

Diagram 1: Formal Complaints and Appeals Procedure

