

Complaints and appeals policy

Applies to

- ABA staff
- ABA volunteers
- Learners
- ABA members
- Members of the public

Scope

A complaint or appeal may include, but is not limited to the following.

Complaints made by:

- Members of the public
- ABA members
- ABA paid or volunteer staff

Complaints in relation to:

- Training and education services
- Customer service and administration
- Conflict resolution
- Equity and access, discrimination, harassment and bullying

Appeals against:

- Assessment decisions
- Administrative decisions

Objectives

- To strive for staff/client/customer/consumer satisfaction
- To process and finalise all complaints and appeals in a timely manner
- To address all matters in an impartial, open and transparent manner
- To work within Federal, State and Territory laws
- To comply with our responsibilities as a Registered Training Organisation

Principles

- ABA will adopt a balanced, just and expedient view of the issue and consider all the available facts
- All parties are fully informed of their rights and responsibilities
- Adequate and equal representation for all ABA parties will be ensured
- Records of investigations and outcomes of complaints and appeals are kept securely

Policy Statement

Investigation of complaints and appeals

- Complaints and appeals will be investigated thoroughly and systematically
- All parties must respect privacy and confidentiality
- The complainant's wishes will be taken into account in the determination of appropriate steps and actions
- Complaints and appeals will be dealt with as quickly as practicable
- If a complaint or appeal will take longer than 60 days to finalise, ABA will inform the complainant or appellant of the reasons and will regularly update the complainant or appellant on the progress of the matter.

Complaint and appeal resolution

Resolution may include, but is not limited to:

- Reply to complaint
- Apology
- Change to assessment decision
- Corrective action
- Changes to policies, procedures and practices
- Disciplinary action
- Further training

External mediation and appeals

ABA recognises that learners have the right to appeal against academic or administrative decisions.

For complaints and appeals relating to training and assessment services:

- A complainant or appellant may request mediation or review by an independent third party
- The mediator or reviewer must be a person chosen by agreement between the parties and cannot be a party to the dispute
- Use of external services will be at the complainant's/appellant's cost unless authorised by the CEO

Review of outcomes

ABA treats complaints as an opportunity for improvement.

For complaints and appeals relating to training and assessment services:

- ABA will periodically review the outcomes of complaints and appeals, and modify procedures or practices to eliminate, reduce or mitigate the likelihood of reoccurrence.

Approved by

Melanie Carter, Senior Manager Training and Education

Revision history

Revision	Date	Description of modifications
P006.200902	22 Feb 2009	Replacing 126 7(h) [July 2005] Grievance Policy approved board meeting 140
Concurrently		Head Office Customer Complaints Policy
Concurrently		Complaints and Appeals Policy and Procedures (training)-details 1-4.1
1	November 2005	Original
2	February 2007	Revised to reflect changes in training structure
3	June 2010	Revised to reflect changes in training structure
4	January 2011	Revised to simplify processes
4.1	September 2011	Reformatted. Added revision history.
5	11th October 2013	Combining of P006.200902, Head Office and Training complaints policy into one Association wide policy for all complaints. Separation of policy and procedure to separate documents. Consultation with Chief Executive Officer and Senior Manager Training and Education. Approved by Board via email vote
5.1	January 2015	Reviewed and updated to include transitional changes to new Standards for RTOs 2015
6	January 2016	Removed reference to Mothers Direct
7	June 2016	Major review and update to meet requirements for Standards for RTOs 2015