

# COMPLAINTS

## Complaints policy and procedure

All complaints must be dealt with in a constructive and timely manner. We will set out the process in “Plain English” on the website, in pre-enrolment information and we will emphasize this information at induction.

Records of complaints that escalate to a formal complaint or written complaint will be recorded on our Complaints and Assessment Appeals Register. They are kept on file and reviewed to ensure that they are fairly dealt with according to legislation, policy and procedure. Similar grievances from more than one staff member, employer or client will be further investigated as this may indicate an area for improvement of client services. Management will consider complaints as a matter of priority and within the guidelines of legislation and following our procedures. All internal avenues for resolution will be pursued. Complaints are an opportunity to improve our client services.

We include complaints as an agenda item on our monthly management meetings.

Procedure for a complaint:	
Discuss with the member of staff or trainer involved	1 In the first instance, the complaint should be discussed with the relevant member of staff – be it in administration or training. We encourage students to talk directly with the person involved.
Discuss with the Training Manager or Director	2 Where that is not appropriate, the complaint can be discussed with the Training Manager or Director – by phone or through email. We will seek an immediate resolution of the matter if possible.
Written complaint form submitted and considered by the Director or an external third party	3 If the complainant is not satisfied with the suggested resolution, the complaint should be recorded in writing on a complaints form and submitted. This form can be downloaded from the website and sent by email. The Director will consider the written complaint. Where the matter may involve the Director or the Training Manager, Hope Institute will use an agreed third party to consider the complaint and the resolution proposed by Hope Institute. This will make the process fair and transparent.
Complaint resolution by meeting and written notification of decision	4 A meeting or phone conference may be offered to the complainant. Details of any meetings with the complainant will be recorded in writing and the complainant informed within 28 days of receipt of the written complaint of the RTO's decision related to the complaint.
Final decision through mediation	5 If agreement still cannot be reached, and the complainant wishes to pursue the matter, Hope Institute offers a mediation services through the LEADR Association of Dispute Resolvers. This is the final step in our internal complaints resolution process and we hope the complaint can be resolved to the satisfaction of all parties. Again, the decision of the mediation will be recorded and sent to all parties within 28 days of the final mediation meeting. This will be the final decision.
Complaints improve our client services and continuous improvement	6 Complaints and appeals are logged in the complaints and assessment appeals register, reported to management meetings and retained in our compliance records. We treat complaints as feedback that can improve our client services and continuous improvement
Take the complaint to the Department of	7 Once mediation has been provided by Hope Institute, we will advise the complainant that all internal processes have been exhausted.

Fair Trading	He/she can take the matter to the Department of Fair Trading. This is the external agency in NSW that deals with consumer complaints.
The role of ASQA in investigating complaints after internal processes are exhausted.	8 Hope Institute will also provide a link on the website and information in the website FAQ's about the RTO regulator's complaints handling process. The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector, it regulates courses and training providers to ensure nationally approved quality standards are met. It is not ASQA's role to arbitrate between aggrieved parties. ASQA receives and investigates complaints in order to manage the risk of training providers not complying with their legislative obligations. Students will be informed on the regulatory role of ASQA at induction.

## ASSESSMENT APPEAL

### Assessment appeal policy and procedure

All assessment appeals must be dealt with in a constructive and timely manner. We will set out the process in “Plain English” on the website, in pre-enrolment information and emphasise this information at induction.

Records of assessment appeals that escalate to a written appeal after resubmission or re-sits marked by the Assessor as per our procedures will be recorded on our Complaints and Assessment Appeals Register.

The appeal, assessment tasks and history of marking and feedback are kept on file and reviewed to ensure that they are fairly dealt with according to legislation, policy and procedure. Similar requests from more than one student for assessment appeals for a particular task and Assessor will be further investigated as this may indicate an issue in the assessment process for the course.

Assessors will moderate assessment decisions to check for validity, consistency and fairness. Management will consider assessment appeals as a matter of priority and within the guidelines of our procedures. They are an opportunity to improve our training, assessment and client services.

We include assessment appeals as an agenda item on our monthly management meetings.

Procedures for an assessment appeal:	
Discuss with the Assessor involved	1 For all assessment tasks but in particular for summative assessment tasks, if the participant appeals the results, the Assessor will immediately discuss the feedback provided and the assessment outcome to clarify the decision of Not Satisfactory or Not Yet Competent. This must be done within 14 days from the result date.
Request a re-marking by the same Assessor or another Assessor	2 If agreement cannot be reached, the participant has the right to request a re-marking where the work is assessed again by the same assessor, or that another assessor undertake the marking of the submitted work for assessment. This must be done within 14 days from the result date.
Written appeal submitted and considered by the Training Manager and Director	3 If the assessment decision remains Not Satisfactory or Not Yet Competent after the re-marking and the participant is still not satisfied, then the Training Manager and /or Director shall meet to discuss the assessment decision. The request must be submitted in an assessment appeal form within 28 days of the date of the remarked results.
Appeal resolution by meeting and written notification of decision	4 A meeting or phone conference may be offered to the student who is appealing the decision. Details will be recorded in writing and the appellant informed within 28 days of receipt of the written appeal of the RTO's decision related to the appeal.
Final decision through mediation and external assessment	5 If the appellant is still not satisfied with the result and wishes to pursue the matter, Hope Institute offers an external mediation and assessment service through a VET consultancy RTOhelp Pty Ltd. This is the final step in our internal complaints resolution process and we hope the assessment decision can be resolved to the satisfaction of all parties. Again, the decision of the mediation will be recorded and sent to all parties within 28 days of the final mediation and assessment consideration. This will be the final decision.

3 months to submit assessment appeals	6 Formal written appeals against an assessment decision must be submitted within 3 months of the submission date of the assessment. Appeals will not be considered after that date.
Appeals improve our quality of training and assessment	7 Complaints and appeals are logged in the complaints and assessment appeals register, reported to management meetings and retained in our compliance records.
Take the appeal to the Department of Fair Trading	8 Once mediation and the external assessment services has been provided by Hope Institute, we will advise the student that all internal processes have been exhausted. He/she can take the matter to the Department of Fair Trading. This is the external agency in NSW that deals with consumer complaints.
The role of ASQA in investigating issues around quality of training and assessment after internal processes are exhausted.	8 Hope Institute will also provide a link on the website and information in the website FAQ's about the RTO regulator's complaints handling process. The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector, it regulates courses and training providers to ensure nationally approved quality standards are met. It is not ASQA's role to arbitrate between aggrieved parties. ASQA receives and investigates complaints in order to manage the risk of training providers not complying with their legislative obligations. Students will be informed on the regulatory role of ASQA at induction.