

This policy defines what a complaint is and how a learner or their representative can make a complaint. It also explains Access All Areas Training's (AAAT) obligations and how we as a Registered Training Organisation (RTO) must conduct ourselves when dealing with the complaint and the person making the complaint. It also refers to how we must record it and cooperate with the regulator – Australian Skills Quality Authority (ASQA) throughout the process.

Purpose

The purpose of this policy is to ensure that AAAT resolves complaints lodged in a prompt and efficient manner. Access All Areas Training promotes the highest standard of professionalism in dealing with our learners.

Scope

This policy applies to all members of AAAT and ensures that staff and executive are responsible for managing the resolution of disputes, complaints lodged.

This policy manages and responds to allegations involving the conduct of:

- The RTO, its trainers, assessors, other AAAT staff
- A consultant employed by AAAT
- A third-party providing services on the RTO's behalf or
- A learner of the RTO.

Definition of a Complaint

Complaint means a person's formal expression of dissatisfaction with any product or service provided by AAAT.

A complaint may be about anything done, or not done by management, staff, or other students which the student feels have been unjust or unfair.

Complaints may be made in relation to any of AAAT's services and activities such as:

- The application and enrolment process.
- Marketing information.
- The quality of training and assessment provided.
- Training and assessment matters, including student progress, student support and assessment requirements.
- The way someone has been treated

Review and Improvement

The Head of Operations will review this policy on a needs basis.

Complaints Procedure

General

AAAT will make every effort to promptly resolve complaints and ensure the lodged complaints are confidential and processed according to the principles of procedural fairness. In all matters, the educational wellbeing of students is the priority.

Complaints Process

- AAAT is genuinely interested in having complaints resolved at RTO level.
- AAAT recognises a learner's right to complain and to have their complaint dealt with seriously and fairly.
- All complaints will be handled in a transparent, objective, and unbiased manner and will be kept strictly confidential.
- Each complainant is to be given the opportunity to present their complaint in person if they wish.
- Where the complainant is under the age of 18 years old, the parent/guardian is to be included in all correspondence.
- AAAT will provide the complainant written acknowledgement of receipt of the complaint within 2 working days.
- AAAT will inform the CEO (Chief Executive Officer) of the lodged complaint.
- The complainant will be notified of the outcome in writing within 10 working days of receipt of the complaint.
- Where the RTO considers more than 60 calendar days are required for rectification, the complainant will be provided with regular written updates until the complaint is finalised.
- Complaints are monitored, and their management evaluated to reduce the occurrence of systemic and recurring problems.
- In all matters, the educational wellbeing of learners is the priority.

Reporting Complaints

A complaint may be reported by any aggrieved party who believes a perceived breach affects them in the conduct of the delivery and assessment of a qualification which AAAT is involved.

A complaint may be made directly to a representative of AAAT by emailing info@aat.edu.au or, phoning AAAT on 1300 287 554.

Recording the Complaint

AAAT shall record all complaints on a AAAT Complaints Form and then enter it into the Complaints register.

AAAT will document all verbal and written correspondence pertaining to any complaints.

Resolution

AAAT is committed to resolving any complaint to the complainant's satisfaction. The result shall be agreed upon and AAAT will enter all details into the Complaints Register.

No Resolution

If no resolution has been agreed, the complainant will be advised of their rights and if appropriate to seek clarification from the regulator. The Head of Operations shall advise the CEO immediately of the complainant's/ appellant's position.

AAAT will cooperate fully with the regulator and make available all documentation. AAAT will abide by any decision made by the regulator of a breach against the Standards.

Where AAAT cannot resolve a complaint, the complainant will be further advised they can forward a written complaint to ASQA or National Training Complaints Hotline.

Learners can be directed to the following agency if they are not satisfied with the RTO's finding:

<https://www.employment.gov.au/national-training-complaints-hotline>

or

<https://www.asqa.gov.au/complaints/complaints-about-training-providers>

Prevention of future occurrence

Upon completion of the investigation by the RTO of any complaint put to them, AAAT will convey to the relevant personal to look at the processes, procedures or practice which brought about the complaint. This process is intended to discover ways to prevent this occurring again.

The findings of the review will be recorded as continuous improvement on the Continuous Improvement Register and actions taken as deemed necessary, which may or may not include an audit of the trainer or RTO processes.

