



SPECTRUM TRAINING

(RTO: 2441)

Version No.	EFFECTIVE DATE
1.0	01/06/2015
2.0	01/06/2016
Signature:	
Paul Rasmussen – National Training Manager	

1. Complains and Appeals Policy and Procedure

2. Statement of Purpose

Spectrum Training, as a Registered Training Organisation (RTO), is committed to ensuring the highest quality support for our students. The intent of this document is to clearly communicate the Complains and Appeals Policy and Procedure for all courses offered by Spectrum.

3. Policy Statement

3.1. Objectives

The policy applies to all staff, contractors, and other personnel employed with Spectrum. Spectrum will provide students with access to a clear and consistent complains and appeals process. Our Staff will communicate an individual's rights, the RTOs responsibilities, and provide acknowledgement of any concerns as they arise. All staff will also ensure that no student feels intimidated or victimised for the lodgement of a complaint or appeal.

3.2. Responsibilities

It is the responsibility of **The Spectrum Organisation** to

1. Provision of information and resources to support a student to make informed decisions about their chosen course of study.
2. Treat all complaints and appeals equally and fairly on a case by case basis.
3. Ensure all decisions take into account education disadvantage experienced by the student.
4. Ensure that its review process is open, fair, and transparent and based on merit.
5. Spectrum will have an appointed "review officer" to undertake reviews of decisions. This is the National Training Manager.
6. Ensure that this policy and procedure document is available to all students.

4. Procedures

4.1. Complaints and Grievances Handling

Spectrum Training is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system which is easily accessible to all complainants. A grievance can be defined as a person's expression of dissatisfaction with any aspect of Spectrum Training's service and activities including both academic and non-academic matter such as

- The enrolment, induction or orientation process
- The quality of education provided
- Academic issues including student progress, assessment, curriculum and awards in a VET course of study
- Handling of personal information and access to personal records
- The way someone is treated

Spectrum will ensure that a student is kept informed of the process and outcomes during the complaints and or appeal process.

Spectrum will investigate any complaint or appeal lodged for either our business or any third party working under an agreement with Spectrum.

Formal grievances must be submitted in writing, marked for the attention as follows

- National Training Manager – 10 Leanne Crescent, Lawnton, QLD 4501
 1. All formal grievances will be acknowledged in writing
 2. The grievance handling process will commence within ten working days of the receipt of the formal grievance and all measures will be taken to finalise the process as soon as possible
 3. If the complainant is dissatisfied with the outcome of their formal grievance they may choose to escalate it further
 4. All complaints lodged (academic or non-academic) will initially be dealt with by the National Training Manager
 5. Where the National Training Manager cannot achieve a satisfactory outcome to the complaint it will be escalated to the CEO
 6. Financial complaints and appeals will be provided with information pertaining to the next level of review, this includes
 - a. If you wish to further appeal this decision you may lodge an appeal with the AAT. Please note that there is a fee associated with the lodgement of an application with the AAT for the review of a decision. The contact details of the AAT are as follows;
 - b. Level 4, Commonwealth Law Courts, North Quay and Tank Streets, Brisbane QLD 4000, (1300366700)

4.2. Complaint Process

- Initiate complaint process
 - Outlined above
 - Acknowledgement of receipt of complaint sent to complainant
 - Enter complaint into complaint register
- Investigate the complaint
 - Investigate the complaint with all concerned parties
 - For complaints regarding assessments, an initial remarking of the assessment will be arranged

- For non-academic complaints ensure that the investigation is appropriate for the nature and seriousness of the complaint. External investigators may be utilized if necessary
- In all cases the investigation will be conducted fairly, openly and impartially
- Resolve Complaint
 - Respond to complainant within ten days of receipt of complaint as to any result of the investigation. Where the investigation has not been completed, advise the complainant of the next steps and communications
 - Enact any corrective actions necessary to prevent the similar complaints in the future
 - Ensure these corrective actions are implemented
 - Advise all concerned parties of the Appeals process and/or any external organisation's which may be able to assist if the complaint is unresolved
- Update records in complaints register

4.3. Appeals Process

- Initiate appeals process
 - Complainant must lodge an appeal with the National Training Manger within 21 days of being advised of the outcome of the initial complaint
 - Acknowledgement of Appeal sent to complainant
 - Details of appeal entered into the complaints register
- Resolve appeal
 - Advise all concerned parties of the lodgement of an appeal with 7 days of lodgement
 - Advise CEO of lodgement of an appeal regarding a complain
 - For academic appeals a remarking by an internal or third party person or panel with is acceptable to all parties will be organised
 - For non-academic assessments an initial conciliation meeting between all parties will be organised. Where this meeting does not produce an acceptable outcome the matter will be referred to a third
- Notify appeal decision
 - Report the result of the appeal and any corrective actions to all concerned parties
 - Advise all parties of any third party organisation's which may assist if the appeal is unresolved
- Update records in the complaints register.

4.4. Corrective Actions

- Monitor the area of complaint or appeal to ensure that any corrective actions indicated as a result of the complaint or appeal are implemented and that there is no recurrence of the issues.

5. Policy Approval Authority

Manager (Registered Training Organisation)

6. Policy Approval Authority

Manager (Registered Training Organisation)

7. Controlling Authority

Manager (Registered Training Organisation)

8. Delegate

Coordinator (Registered Training Authority)

9. Policy Enforcement

The consequences of not following this policy are detrimental to the business objectives of the Spectrum Organisation Association Incorporated. Non-compliance with this policy and its associated processes may lead to disciplinary action and/or termination of employment.

10. Review and Evaluation

This policy will be reviewed on an 'as required' basis.