

Complaints and Appeals Policy

PURPOSE

The purpose of this policy and procedure is to ensure that complaints and appeals are resolved appropriately and in a timely manner.

SCOPE

This policy and procedure apply to all staff of Kallibr Training. Trainer/assessor staff in particular should have a clear understanding of this policy and procedure so that they can ensure students are aware of the process.

DEFINITIONS

Complaint

A complaint can be defined as a student's expression of dissatisfaction with any aspect of the Institute's services and activities, such as:

- The enrolment, induction/orientation process
- The quality of education provided
- Fees and charges
- Learning resources
- Trainers and Assessors
- Marketing
- Other staff members who have interaction with the student
- Another student
- Equity and Access, discrimination, harassment and bullying
- Academic matters, including student progress and assessment
- Handling of personal information and access to personal records.

Appeal

An appeal refers to appeals against any of Kallibr Training decisions that students would like investigated. An appeal may be a result of an issue such as but not limited to:

- Assessment process and decision
- Student progress and decisions.

Assessment Appeal

Is when a student does not agree with an assessment decision and would like it reviewed.

COMPLAINTS

All complaints received will be given consideration. The objective will be to find an immediate solution and amicable settlement for all parties concerned.

Kallibr Training aims to:

- Ensure a complaint handling system is fair and reasonable at all times
- Provide students, clients and staff with contact details of public, independent authorities who may assist in complaint resolution
- Ensure that complaints are taken seriously, handled professionally and confidentially in order to achieve a speedy resolution.

If a student or client has a complaint they are encouraged to speak immediately with their Trainer and/or Assessor to resolve the issue or by contacting the administration team if the complaint is about a trainer and/or assessor or other staff members. The administration team will direct the complaint accordingly, either they will

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WH&S Training & Assessment Services Pty Ltd
(RTO#32365) t/a Kallibr Training

ABN: 42 146 976 981

Contact 1300 668 141

Sydney

3A Williamson Road
Ingleburn NSW 2565

PO Box

PO Box 274
Blacktown NSW 2148

Brisbane

Building 2, 492 Beaudesert Road,
Salisbury QLD 4107

PO Box

PO Box 56
Salisbury QLD 4107

deal with it or refer to the Operations/Administration Manager. Where possible, attempts will be made to resolve the issue immediately and this may include advice and/ or discussions.

Some students may feel they have received unfair treatment or unreasonable services or products and may wish to make a formal complaint. In these cases, students are asked to submit a formal written complaint to allow Kallibr Training time to review and address the issue quickly and by the most appropriate qualified staff member.

APPEALS

Students are entitled to formally appeal the outcome of the assessment decision. Students dissatisfied with assessment results are asked to discuss these results with their Trainer and/or Assessor in an attempt to reach a decision before a formal appeal is submitted.

Where a student is dissatisfied with the assessment practical work performed in the workplace, the student should discuss the results with their Trainer and/or Assessor and/ or mentor/ supervisor in an attempt to reach an amicable solution. The appeal can be directed to the Operations/Administration Manager who will reassess the assessment practical work performed and

notify the student of their findings. If the issue cannot be resolved, a student may undertake a formal appeal. In all cases, the appeals process will be:

- Formal and impartial
- Clearly defined and explained to the student
- Known to Trainers and Assessor and students before assessment takes place
- Supported with written documentation.

FORMAL COMPLAINTS AND APPEALS

This section outlines the process to submit and undertake a formal complaint or appeal.

A student has the right to make a formal complaint or appeal and expect that every effort will be made to resolve it in accordance with procedure, without prejudice or fear of reprisal or victimisation.

Kallibr Training will manage all complaints and appeals as fairly, equitably and efficiently as possible. Kallibr Training will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation.

Where a complaint or appeal cannot be resolved through discussion and conciliation, Kallibr Training acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person. Kallibr Training do not supply or promote an external mediator, the complainant is to source their own external mediator.

Confidentiality will be maintained throughout the process of making and resolving complaints. Kallibr Training seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

Information recorded

In order to investigate and respond to a complaint or appeal, certain information needs to be recorded. Below is a list of the types of information that is recorded when a student makes a complaint:

- Student details (name, contact details, enrolment details)
- Details of the complaint or appeal
- Student's preferred outcome
- Date of complaint or appeal
- Actions taken while the complaint or appeal is investigated
- Complaint or appeal resolution.

All documentation retained is maintained in accordance with the Records Management Policy.

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Investigating and responding to your complaint or appeal

Kallibr Training aims to assess and investigate complaints or appeals in a transparent manner to find a fair solution for all parties. When investigating and assessing complaints or appeals, Kallibr Training will consider:

- The law, industry standards and codes, guidelines, and legislation
- What is fair and valid for the student and other parties involved.

If the complaints and appeals process take longer than 60 days to process and finalise Kallibr Training will inform the student in writing and maintain regular updates to the student on the progress of the complaint or appeal.

Monitoring and Improvement

All complaints and appeals practices are monitored by the Compliance Officer and will be discussed at Compliance Meetings with areas for improvement identified and acted upon to ensure appropriate corrective action is undertaken to eliminate or mitigate the likelihood of reoccurrence.

THIRD PARTY ARRANGEMENTS

Kallibr Training have 3rd party agreements in place that include the process to be followed where a complaint and/or appeals may occur.

STATE CONTRACT REQUIREMENTS

Kallibr Training will adhere to all contractual requirements throughout the term of the contracts per state, as required.

DOCUMENTATION

All complaints and appeals will be recorded in the complaints and appeals register with all documentation relating to the complaint archived for compliance and audit purposes.

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