

Complaints and Appeals Policy – Pol 012 V3

The Salvation Army Training Plus (TSATP), as part of The Salvation Army, is committed to creating a fair and equitable organisational culture and will deal with any complaint or appeal in an effective and timely manner. All complaints and appeals received by TSATP will be viewed as an opportunity for improvement.

Where possible all non-formal attempts shall be made to resolve the complaint. This may include advice, discussions, and general mediation in relation to the issue. Any staff can be involved in this informal process to resolve issues but once a student has placed a formal complaint / appeal the following procedures must be followed.

COMPLAINTS PROCEDURES

- A student wishing to submit a formal complaint can do so by completing the TSATP Formal Complaints Form and state their case providing as many details as possible. This Complaint Form can be gained by contacting RTO Administration.
- Once a formal complaint is received it is to be entered into the 'Complaints Register' which is monitored by the RTO Manager and Compliance Manager regularly.
- The complaint will be acknowledged in writing to the complainant
- The RTO Manager investigates the complaint. This will generally include an interview.
- The complainant is advised in writing on the outcome of the investigation.
- If unresolved, the complainant may appeal to a party independent of the complaint. This could be the CEO, who will further investigate the complaint.
- The complaint and outcomes, including reasons for the decisions are recorded in the complaint register by the RTO Manager or Compliance Manager.

APPEALS PROCEDURES

All students may raise concerns about TSATP assessment process and how it was conducted with regards to their level of competence, with a view to having their result/s changed or improved.

- A student wishing to raise a formal appeal can do so by completing the TSATP Formal Appeals Form and state their case providing as many details as possible. This Appeal Form can be gained by contacting RTO Administration.
- Once a formal appeal is received it is to be entered into the 'Appeals Register' which is monitored by the RTO Manager and Compliance Manager regularly.
- The appeal will be acknowledged in writing to the appellant
- The appeal must be lodged within two weeks of return of the assessment task by the Trainer/Assessor.
- The process will commence within 5 working days, from the date of the receipt of the appeal.
- In some cases, a qualified third party will conduct a comprehensive review of the completed and graded assessment, against the assessment task and assessment criteria.
- The appellant will be informed in writing of the result of the appeals process within 14 days of lodgement, although one possible outcome is an opportunity for the student to review and/or resubmit their assessment task.
- The result of the assessment appeal will be final.
- The appeal and outcomes, including reasons for the decisions and persons involved are recorded in the appeals register by the RTO Manager or Compliance Manager.

If the complaint or appeals process will take more than 60 days to process and finalise the complainant/appellant will be notified of the reason and kept up to date on the progress of the complaint/appeal in writing.

Should the student/s feel dissatisfied with the outcome of any complaint or appeal, TSATP will suggest they contact the Australian Skills Quality Authority (ASQA), which TSATP is registered with.

Where Training Plus considers more than 60 calendar days are required to process and finalise a complaint or appeal, it will:

- inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and
- regularly update the complainant or appellant on the progress of the matter

An online complaint form can be accessed at www.asqa.gov.au