

# Complaints and Appeals Policy & Procedures

(Standards for Registered Training Organisations 2015 -  
Clause 6)



## PURPOSE

This document outlines to learners and stakeholder that [Blue Dog Training](#) has a Complaints and Appeals Policy to manage and respond to:

- ✓ Complaints and allegations involving the conduct of Blue Dog Training staff, students or third part providers providing services for [Blue Dog Training](#)
- ✓ Requests to review decisions, including assessment decisions (appeals) made by [Blue Dog Training](#) or a third party providing services on behalf of [Blue Dog Training](#).

## PRINCIPLES

The [Blue Dog Training](#) Complaints and Appeals Policy follows the principles of natural justice and procedural fairness by allowing anyone subject to a decision by [Blue Dog Training](#), or anyone who has allegations made against them, to tell their side of the story before a decision is made.

Complaints lodged could include, but not be limited to:

- ✓ Academic matters from students;
- ✓ Non-academic matters from students; for example, a change in the services provided by [Blue Dog Training](#)
- ✓ Non-academic matters from persons seeking to enrol with Blue Dog Training in a course or unit of study; *and*
- ✓ Members of the public on any matter related to the services provided by Blue Dog Training.

Appeals from students could include but not be limited to the following:

- ✓ They believe and assessment outcome is invalid; *or*
- ✓ They feel an assessment process was invalid, inappropriate or unfair.

The policy ensures the decision-maker is independent of the decision being reviewed (for example, an assessor does not consider or decide an appeal against an assessment decision they made).

There is no fee or charge levied for any complaint or appeal processed and the policy is publicly available.

## PROCEDURE -Complaints Management

1. In the first instance (Stage 1) the complainant should discuss the matter the [Blue Dog Training](#) staff member or responsible person concerned.

Where this is not considered appropriate then the complainant is encouraged to discuss the matter with [Blue Dog Training](#) management.

2. The complainant may submit a formal complaint (Stage 2) to [Blue Dog Training](#) in writing to [admin@bluedogtraining.com.au](mailto:admin@bluedogtraining.com.au), including the following information:
  - ✓ Submission date of complaint
  - ✓ Name of complainant
  - ✓ Date of complaint
  - ✓ Date of the event which lead to the complaint and
  - ✓ Any other relevant information or attachments (if applicable).
3. [Blue Dog Training](#) will acknowledge receipt of the complaint, in writing, within five (5) working days
4. The complaint will be referred to the relevant [Blue Dog Training](#) manager to investigate. The investigation will be resolved and decisions made on the complaint within 20 working days of the complaint being received in writing. (Throughout the investigation of the complaint the complainant may be accompanied and assisted by a third party independent of [Blue Dog Training](#).)
5. The complainant will be informed of any decisions or outcomes concluded in writing, with reasons provided for the decisions or outcomes. With this notification, the complainant will receive information on how they can progress their complaint if still unhappy.
6. If the complainant is not satisfied with the outcome, they may escalate the complaint in writing to the [Blue Dog Training](#) Chief Executive Officer (Stage 3).
7. Escalated complaints are to include the following information:
  - ✓ Submission date of complaint
  - ✓ Name of complainant
  - ✓ Nature of complaint
  - ✓ Reasons why the complainant is not satisfied with the outcome of the original complaint, *and*
  - ✓ Any other relevant information or attachments (if applicable).
8. The [Blue Dog Training](#) Chief Executive Officer will acknowledge receipt of the escalated complaint in writing within five (5) working days and arrange a suitable time if needed to discuss the complaint.
9. The Chief Executive Officer will investigate the escalated complaint. The investigation will be resolved and decisions made on the escalated complaint within twenty working days of the complaint being received in writing.
11. The complainant will be informed of any decisions or outcomes concluded in writing, with reasons provided for the decisions or outcomes. With this notification, the complainant will receive information on how they can progress their complaint if still unhappy.
12. If at any stage throughout the complaints management process [Blue Dog Training](#) considers more than 60 calendar days are required to process and finalise the complaint, [Blue Dog Training](#) will:
  - ✓ Inform the complainant in writing, including reasons why more than 60 calendar days are required; and
  - ✓ regularly update the complainant on the progress of the matter.

## PROCEDURE -Appeals Management

1. As is the case with of complaints management, before making a formal appeal, a student should discuss the matter with the relevant [Blue Dog Training](#) personnel in an effort to reach an agreement.
2. If a student is still unhappy, they must lodge a formal appeal in writing to [Blue Dog Training](#) Chief Executive Officer, within 20 business days of the result of assessment being provided or the decision being appealed was made.
3. Appeals are to provide the following information:
  - ✓ Submission date of appeal
  - ✓ Name of student
  - ✓ Decision being appealed
  - ✓ Grounds for appeal
  - ✓ Any other relevant information or attachments (if applicable).
4. Upon receiving a formal appeal, [Blue Dog Training](#) Chief Executive Officer will:
  - ✓ Acknowledge receipt of the appeal in writing within **five business days**
  - ✓ Arrange a hearing date
  - ✓ Convene a panel of independent persons and/or assessors to attend the hearing to ensure an unbiased decision is made. The panel will uphold the appeal, reject the appeal or recommend further evidence gathering by either party.
5. The student will be invited to the hearing and at the hearing be given the opportunity to present their case. The student has the right to have an independent person of their choice available at the hearing.
6. Within 20 business days of the hearing the [Blue Dog Training](#) Chief Executive Officer will notify the student of the outcome of the hearing in writing providing the reasons why the decision was made.  
With this notification, the appellant will receive information on how they can progress their complaint if still unhappy.
7. Where [Blue Dog Training](#) considers more than **60 calendar days** are required to process and finalise the appeal, [Blue Dog Training](#):
  - ✓ Informs the appellant in writing, including reasons why more than 60 calendar days are required; and
  - ✓ Regularly updates the appellant on the progress of the matter.

## RECORDS MANAGEMENT

Each complaint or appeal and its outcome will be recorded in writing and stored on the [Blue Dog Training](#) Complaints and Appeals Register available at *S: Compliance/Audit File Tree/Complaints & Appeals Register*.

At all times records of complaints and appeals are maintained confidentially.

[Blue Dog Training](#) will identify the causes of complaints and appeals and will take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

[Blue Dog Training](#) will retain records of all complaints and appeals for a period of at least five (5) years, allowing parties to the appeal appropriate access to these records.

## FURTHER ACTION

If dissatisfied with the outcome of the [Blue Dog Training](#) complaints or appeals process a complainant/appellant can lodge a complaint with the following organisations:

- ✓ Australian Skills and Quality Authority (ASQA) through the ASQA complaints handling service for complaints against RTOs at [www.asqa.gov.au](http://www.asqa.gov.au) or phone 1300 701 801
- ✓ The relevant State Training Authority (STA) which in Queensland is the Department of Employment, Small Business and Training at <https://training.qld.gov.au/>
- ✓ Queensland Training Ombudsman at <http://trainingombudsman.qld.gov.au/contact/> Phone 1800 773 048 or Email: [info@trainingombudsman.qld.gov.au](mailto:info@trainingombudsman.qld.gov.au)
- ✓ The Office of the Australian Information Commissioner (OAIC) for investigation - website address [www.oaic.gov.au](http://www.oaic.gov.au) or phone number 1300 363 992 – for complaints relating to the handling, use or disclosure of personal information.