

| Document Details       |                           |
|------------------------|---------------------------|
| <b>Title</b>           | Complaints and Appeals    |
| <b>Division</b>        | Skills                    |
| <b>Date for Review</b> | December 2017             |
| <b>Document Author</b> | Rinks Kandra              |
| <b>Controlled</b>      | Uncontrolled when printed |

| Version History |            |                               |             |
|-----------------|------------|-------------------------------|-------------|
| Version No:     | Date       | Purpose of Change             | Issued by   |
| 1.0             | 27/03/2017 | Document established          | Kate Stella |
| 2.0             | 31/10/2017 | Reviewed and Updated document | Kate Stella |

## 1. Policy

The complaints and appeals process outlined in this document is followed for all existing, previous and prospective students participating in any course.

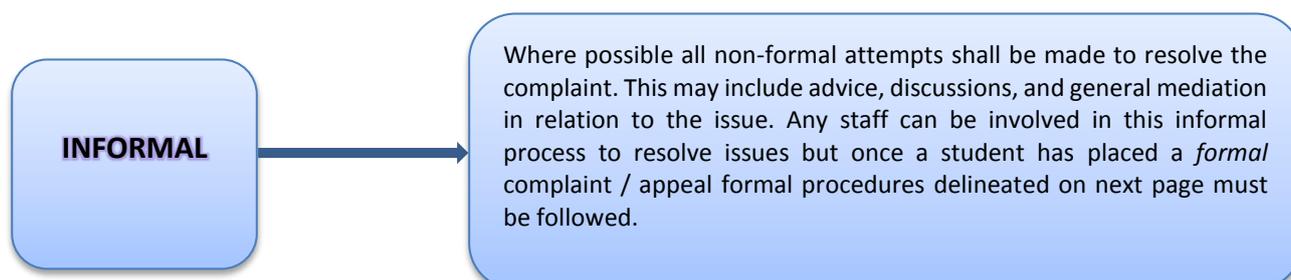
## 2. Procedure

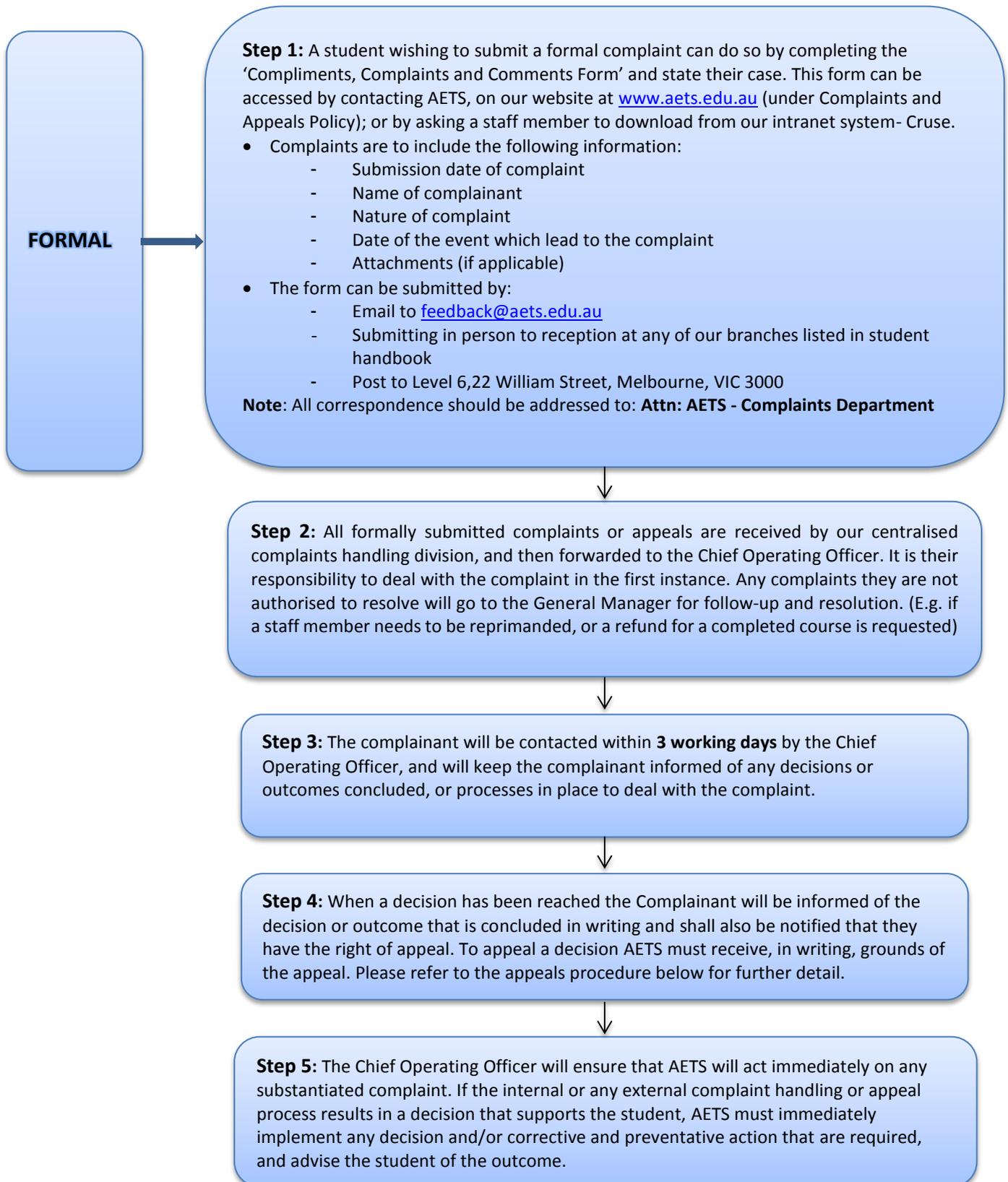
Despite all efforts of AETS to provide satisfactory services to its students, complaints may occasionally arise that require formal resolution. The following procedures provide students the opportunity to have any issues relating to a substantiated complaint, or appeal regarding academic or non-academic matters, to be resolved and resolutions reached that attempt to satisfy all parties involved. There is no cost for the complaints process unless it is referred to a third party.

## 3. Complaints

Any existing, previous and prospective student or third party may submit a formal complaint to AETS with the reasonable expectation that all complaints will be treated with integrity and privacy. There are two ways to resolve complaints.

- **Informal process**
- **Formal process**





## 4. Appeal Process

All students have the right to appeal decisions made by AETS where reasonable grounds can be established.

- To activate the appeals process the student is to complete an ‘Appeals Form’ and clearly state the reason why student feels the decision is unfair. The complainant needs to complete this form.
- This form can be accessed on our website at [www.aets.edu.au](http://www.aets.edu.au) (under Important Policies); or by asking a staff member to download from our intranet system- Cruse; or requesting on [feedback@aets.edu.au](mailto:feedback@aets.edu.au). The process for all formally lodged appeals will begin within **10 working days** of the appeal being lodged.
- The Chief Operating Officer / VET Lead may organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate. The student will have the right to appoint an independent nominee to attend all discussions.
- In the event that a complaint or appeal (including any review process) takes more than 60 days to finalise, complainants will receive written correspondence explaining the delay.

The areas in which a student may appeal a decision made by AETS may include:

| APPEALING A DECISION   |   |
|--|---|
| <b>Assessment</b>  | <ul style="list-style-type: none"> <li>• Notify your Assessor in the first instance and try to resolve the issue in an informal manner. The Assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The assessor will complete a written report regarding the re-assessment outlining the reasons to the VET Lead. The appeal will be entered into the ‘CA&amp;I Reporting Register’.</li> <li>• Lodge an appeal by submitting a written letter outlining their reasons for the appeal, if still unsatisfied with the decision.</li> <li>• The VET Lead may indicate the assessment decision stands or request for a possible re-assessment by a ‘third party’. The third party shall be another assessor appointed by AETS.</li> <li>• The student shall be notified in writing of the outcome with reasons for the decision. If not satisfied, student shall be provided the option of seeking the external appeals channel. Notify AETS if student wish to proceed with the external appeals channel.</li> </ul> |
| <b>Decision that is made after a complaint has been dealt with by AETS in the first instance</b> | <ul style="list-style-type: none"> <li>• Contact Chief Operating Officer / VET Lead and try to resolve the issue in an informal manner.</li> <li>• If not satisfied, lodge an appeal and notify AETS in writing within <b>20 working days</b> outlining the grounds of the appeal. Attach any supporting documentation.</li> <li>• The student shall be notified in writing of the outcome with reasons for the decision within 3 working days. If not satisfied, student shall be provided the option of seeking the external appeals channel. Notify AETS if student wishes to proceed with the external appeals channel.</li> </ul>  |
| <b>AETS initiated deferral, suspension, or cancellation decisions</b>                            | <ul style="list-style-type: none"> <li>• Contact Trainer/ VET Lead and try to resolve the issue in an informal manner</li> <li>• If not satisfied, lodge an appeal and notify AETS in writing within <b>20 working days</b> outlining the grounds of the appeal. Attach any supporting documentation.</li> <li>• The student shall be notified in writing of the outcome with reasons for the decision. If not satisfied, the student shall be provided the option of seeking the external appeals channel. Notify AETS if student wish to proceed with the external appeals channel.</li> </ul>  |

## External independent/Third party Mediator

If a student disagrees with the outcome of the appeal, they can request mediation through external independent/third party mediator listed below:

- **National Training Complaints Hotline** - 133873
- **Dispute Resolution Centre of Victoria** - Dispute Assessment Officer  
Level 4, 456 Lonsdale Street  
Melbourne VIC 3000  
Ph.: (03) 9603 8370  
<http://disputes.vic.gov.au/>
- **Australian Skills Quality Authority (ASQA)** - GPO Box 9928, Melbourne, VIC, 3001  
Ph.: 1300 701 801  
Email: [enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au)  
Website: [www.asqa.gov.au](http://www.asqa.gov.au)  
[www.asqa.gov.au/complaints/](http://www.asqa.gov.au/complaints/)

Where a decision or outcome is in favour of the student, AETS shall follow the required action and recommendation from the third party mediator to satisfy the student's appeal as soon as practicable.

## 5. Copyright notice

---

This work is copyright. Apart from any use permitted under the Copyright Act 1968, no part may be reproduced by any process, nor may any other exclusive right be exercised, without the permission of AETS Pty Ltd, Level 6, 22 William Street Melbourne, 2016.

## 6. Ownership

---

AETS Pty Ltd is nominated as the Owner of this policy.

## 7. Disclaimer

---

This Policy and Procedure document is designed to assist employees of AETS in performing their duties and responsibilities, and otherwise to set out general information in relation to certain subjects.

This Policy and Procedure does not form part of an employee's terms and conditions of employment with AETS, and is not intended to give rise to contractual rights and obligations, unless expressly stated otherwise.

To the extent that this Policy and Procedure document requires an employee of AETS to do, or refrain from doing something, it constitutes a direction from AETS to the employee, with which the employee must comply. Non-compliance may lead to disciplinary action up to, and including termination of employment.

AETS may alter or withdraw this Policy from time to time, or choose not to apply any part or all of this procedure in a particular instance at its absolute discretion, unless expressly stated otherwise in this document, or in an underlying template document contained on or linked through this page. Because this policy and procedure document and any underlying policies and procedures may be changed by AETS from time to time, this site should always be accessed to ensure that the policy and procedure being accessed is the current version. Employees should not rely on printed documents without checking the current status of this Policy and Procedure via Cruse.