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1.0	27/03/2017	Document established	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.

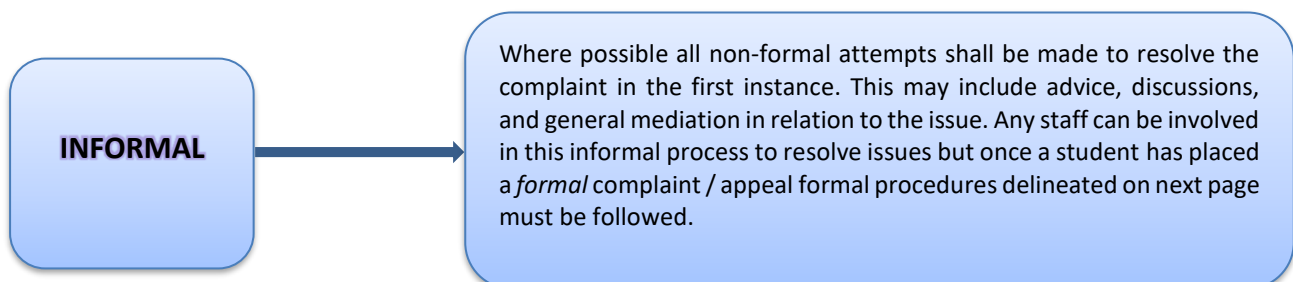
2. Procedure

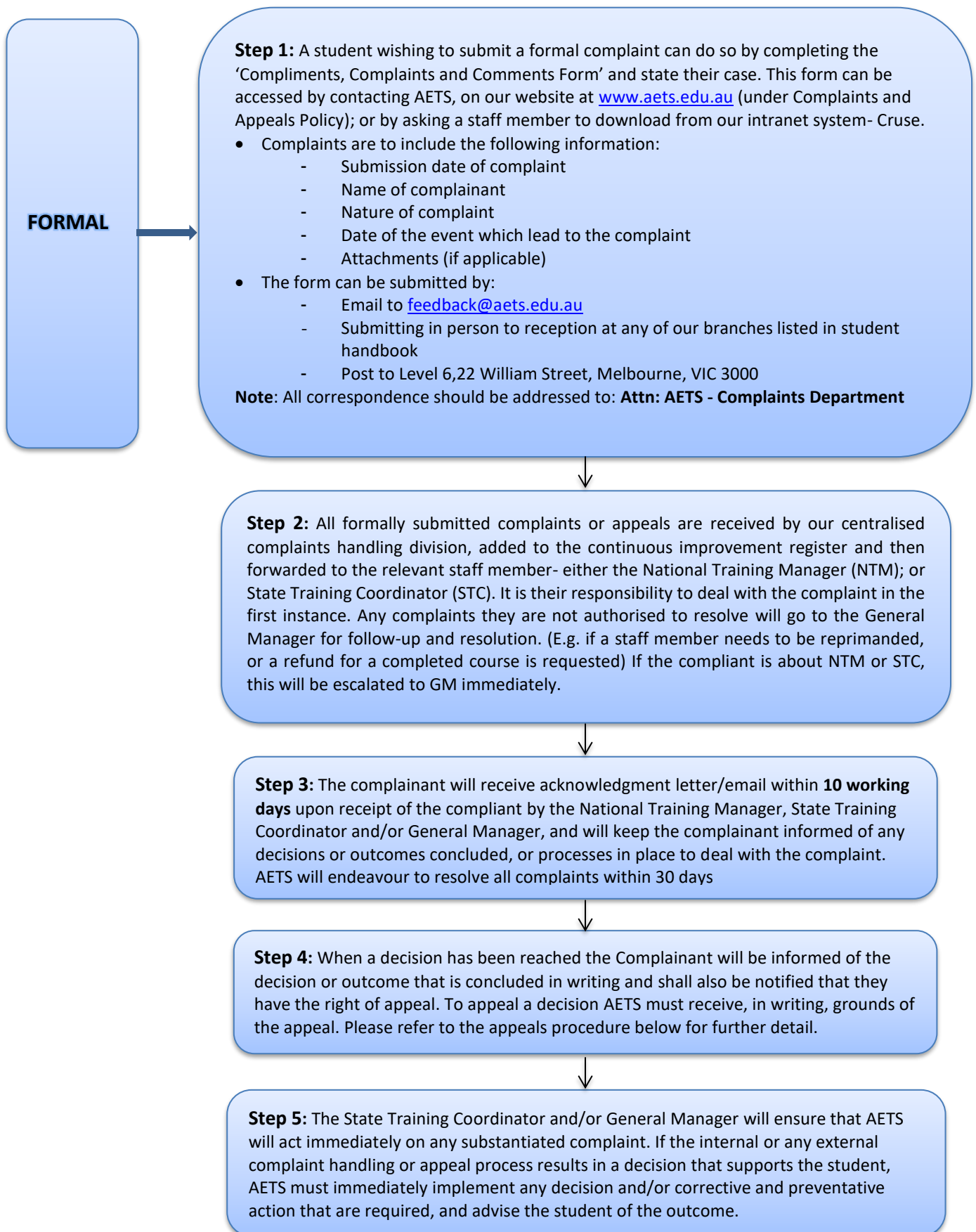
Despite all efforts of AETS to provide satisfactory services to its students, complaints may occasionally arise that require formal resolution. The following procedures provide students the opportunity to have any issues relating to a substantiated complaint, or appeal regarding academic or non-academic 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 is not satisfied with the outcome. The complainant needs to complete this form.
- This form can be accessed on our website at 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. All formally lodged appeals will receive an acknowledgement letter/email within 10 working days upon receipt of complaint. AETS will endeavour to resolve all complaints within 30 days.
- The General Manager 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. This may be by phone, skype or face to face.
- In the event that a complaint or appeal (including any review process) takes more than 30 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	
Assessment	<ul style="list-style-type: none"> • 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 General Manager. The appeal will be entered into the ‘CA&I Reporting Register’. • Lodge an appeal by submitting a written letter outlining their reasons for the appeal, if still unsatisfied with the decision. • The General Manager 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. • 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.
Decision that is made after a complaint has been dealt with by AETS in the first instance	<ul style="list-style-type: none"> • Contact General Manager/National Training Manager and try to resolve the issue in an informal manner. • If not satisfied, lodge an appeal and notify AETS in writing within 20 working days outlining the grounds of the appeal. Attach any supporting documentation. • 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.
AETS initiated deferral, suspension, or	<ul style="list-style-type: none"> • Contact Trainer/ Skills Coordinator and try to resolve the issue in an informal manner • If not satisfied, lodge an appeal and notify AETS in writing within 20 working days outlining the grounds of the appeal. Attach any supporting documentation.

cancellation decisions

- The student shall be notified in writing within 3 working days 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.

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
Website: www.asqa.gov.au
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.

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