

Overview

Blue Tongue Training is committed to providing an effective, efficient, timely, fair, and confidential complaint and appeal procedure, and aims to:

- Foster a culture that welcomes complaints as a valuable opportunity to improve organisational or academic processes or products.
- Ensure that complaints are resolved promptly, objectively, fairly, with sensitivity and confidentiality.
- Ensure that both corrective and preventative actions are implemented to prevent recurrence of issues.

Disputes and complaints may include (but are not limited to) issues about stakeholder experiences with Blue Tongue Training's policies, practices, facilities, staff, third parties or other students.

Appeals may include:

- Decisions relating to assessment decisions and outcomes, or;
- Decisions made by Blue Tongue Training in relation to the resolution of disputes or complaints.

This policy applies to all complaints and appeal matters from students, potential students, and other stakeholders, and includes an informal process, and a two (2) stage formal process including:

- **Stage 1** – Lodging a formal dispute or complaint or appeal about an assessment decision, and
- **Stage 2** – An appeal process (including independent review).

Application

General principles applying to all stages of this complaints and appeal procedure will be adhered to by Blue Tongue Training and are outlined as follows:

- Blue Tongue Training will ensure that all informal or formal disputes, complaints, and appeals, will be treated with sensitivity and respect (we want to resolve issues with you).
- Anonymous complaints will be investigated but complainants will be encouraged to access the informal or formal processes to enable a thorough investigation and resolution process.
- A dispute, complaint or appeal may be made via email, letter, via an interview or verbal conversation with a Blue Tongue Training staff member or via our Complaint and Appeal Form.
- Complainants and appellants are encouraged to supply sufficient information, supporting evidence and the desired outcome to resolve the issue(s).
- The principles of natural justice and procedural fairness will be applied throughout the complaints and appeals process. This means we will listen to all parties involved in a complaint without bias and decisions will be based on evidence.
- The complainant or appellant and the respondent, if relevant, will have the opportunity to present their cases at each stage of the procedure and be provided with reasonable notice to prepare, including timelines for providing relevant evidence.
- The complainant or appellant and the respondent have the option of being accompanied by a support person, if they so desire.
- The complainant will not be discriminated against or victimised for making a complaint or appealing a decision.
- All parties to a complaint and/or appeal will have an opportunity to confirm or agree to, or correct discussions or interpretations of discussions or agreed actions.
- Where Blue Tongue Training considers that the issue may not be able to be resolved within sixty (60) calendar days the complainant or the appellant will be

notified in writing of the reasons and will be regularly updated on the progress of the matter.

- All stages of complaints, appeals, discussions and outcomes will be recorded, and improvements made to avoid future systemic or recurrent issues.
- Records will be securely kept for a period of five (5) years.
- Reasons and an explanation for decisions and actions taken as part of this procedure will be provided in writing.

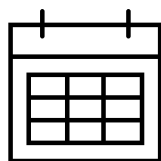
Procedure

In the first instance complainants (or appellants if dissatisfied with an assessment decision) are encouraged to discuss the matter(s) directly with Blue Tongue Training staff or person/s involved.

Where possible, disputes should be managed and resolved informally.

Stage One

If the issue cannot be satisfactorily resolved informally, the complainant should submit a 'formal' complaint to Blue Tongue Training. Whilst there is no time limit for making a complaint, it is recommended to do so as soon as possible to enable Blue Tongue Training to resolve the issue(s), and ensure evidence is available.



Students lodging an appeal about an assessment outcome must do so within ten (10) business days of being notified of the

initial decision.

Blue Tongue Training will acknowledge receipt of the complaint or appeal in writing, within five (5) business days.

Blue Tongue Training will determine the outcome and advise the complainant in writing of their decision within ten (10)

business days of receipt of the complaint.

All complainants will be advised of their right to access Stage Two of this procedure if they are not satisfied with the outcome of Stage One.

Stage Two

If a complainant is not satisfied with the outcome of Stage One, they may lodge an appeal within ten (10) business days of notification of the decision.

The appeal will be investigated by the CEO and at least one other independent and impartial person with relevant RTO, Vocational Education and Training (VET) and/or industry relevant expertise appropriate to the nature of the issue.

The CEO and/or the independent person will review the processes, conduct necessary consultations with the appellant and other relevant persons, seek additional evidence if required, make a determination and advise the appellant in writing of the appeal outcome within twenty (20) business days of the receipt of the appeal.

Blue Tongue Training agrees to abide by decisions of the independent person.

The appellant will be advised of their right to progress, at their own expense if applicable, their concerns if they consider the matter unresolved.

External Complaint Resources

If the appellant is not satisfied with the outcome of Blue Tongue Training's decision they may contact the commonwealth government's National Training Complaints Hotline (NTCH) on 13 38 73 or submit a complaint via the National Training Complaints Hotline Complaint Template available from www.dewr.gov.au/national-training-complaints-hotline. The NTCH will refer complaints to the most appropriate authority but will not investigate

complaints or advocate on behalf of complainants.

Similarly, the VET regulator, the Australian Skills Quality Authority (ASQA) accepts complaints about training providers through asqaconnect portal at asqaconnect.asqa.gov.au. ASQA will not facilitate students to appeal assessment outcomes with their training providers or help to resolve disputes between students and training providers. ASQA may investigate the compliance of the RTO with the required Standards and take regulatory action if necessary. They will usually not advise complainants about actions they take or the outcome of any investigations.