

Document Details	
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Division	Skills
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Version History			
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1.0	27/03/2017	Document established	Kate Stella
2.0	31/10/2017	Reviewed and Updated document	Kate Stella
3.0	30/04/2018	Reviewed and Updated document	Kate Stella
4.0	30/07/2019	Reviewed and updated document	Rinks Kandra

1. Policy

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

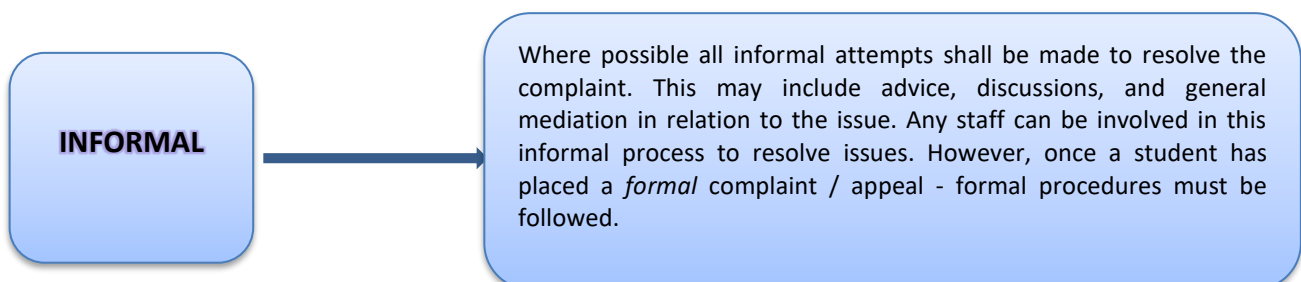
2. Procedure

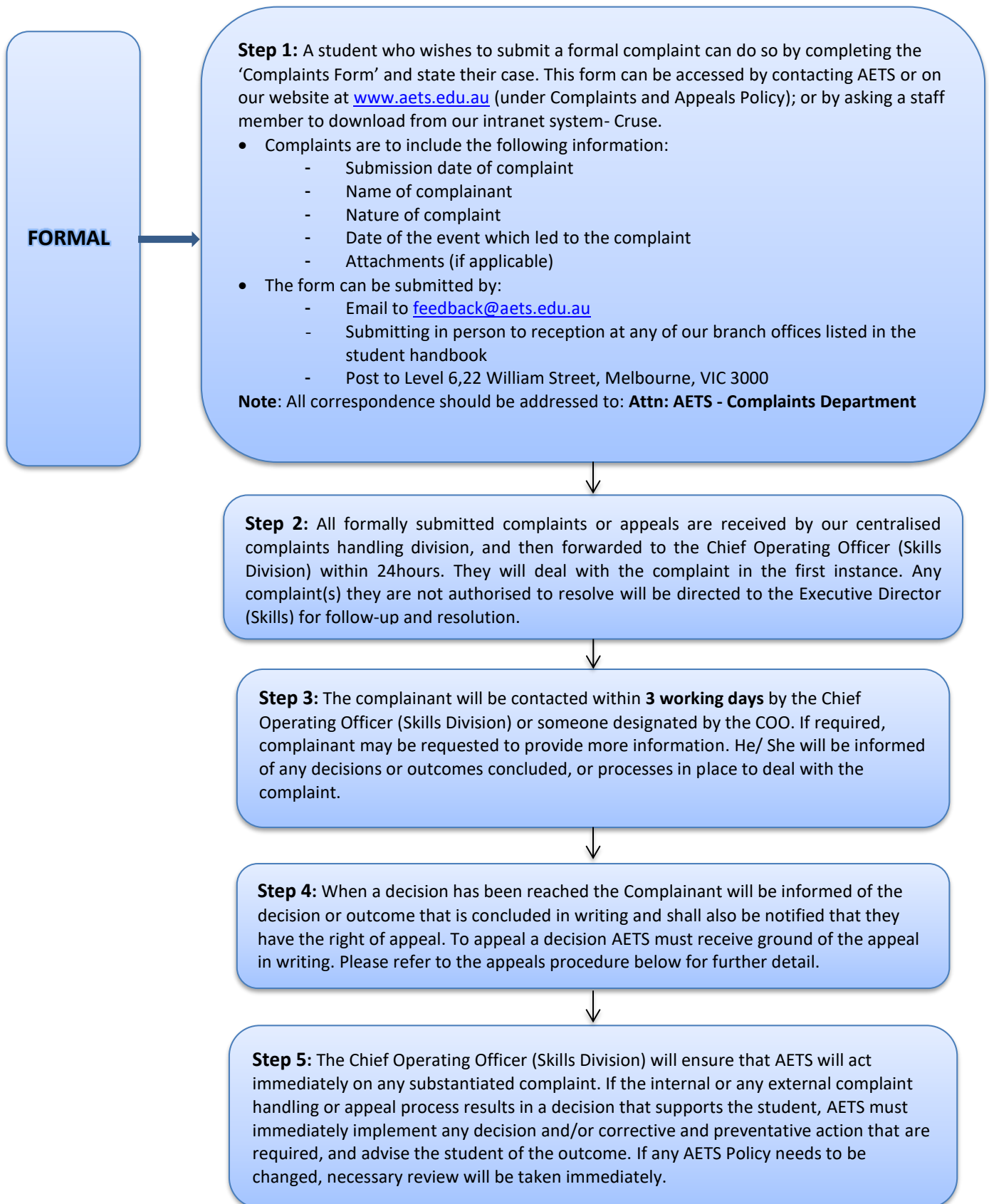
Despite all efforts of AETS to provide satisfactory services to its students, complaints may occasionally arise that require formal resolution. The following procedures provide students the opportunity to have any issues relating to a substantiated complaint, or appeal regarding academic or non-academic 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 (under Complaints & Appeals Policy); or by asking a staff member to download from our intranet system- Cruse; or requesting on feedback@aets.edu.au. The process for all formally lodged appeals will begin within **10 working days** of the receipt of Appeal form.
- The Chief Operating Officer (Skills Division) 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:

<i>APPEALING A DECISION</i>	
<i>Assessment/s Outcome</i>	<ul style="list-style-type: none"> • Notify your Assessor in the first instance and try to resolve the issue or get it re-assessed 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 Chief Operating Officer (Skills Division). The appeal will be entered into the ‘CA&I Reporting Register’. • Lodge an appeal by completing the Appeals form outlining the reasons for the appeal, if still unsatisfied with the decision. • The Chief Operating Officer (Skills Division) 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 wishes to proceed with the external appeals channel.
<i>Decision that is made after a complaint has been dealt with by AETS in the first instance</i>	<ul style="list-style-type: none"> • If not satisfied with the resolution, lodge an appeal and notify AETS in writing within 20 working days commencing three days after the date of the written communication of decision or outcome of the complaint. Clearly outline grounds of the appeal on the Appeal form and attach any supporting documentation. • 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 wishes to proceed with the external appeals channel.
<i>AETS initiated deferral, suspension, or cancellation decisions</i>	<ul style="list-style-type: none"> • If not satisfied with the resolution, lodge an appeal and notify AETS in writing within 20 working days commencing three days after the date of the written communication of decision or outcome of the complaint. Clearly outline grounds of the appeal on the Appeal form and attach any supporting documentation. • 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 wishes 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
<https://www.asqa.gov.au/complaints/getting-started-making-complaint-about-training-provider>

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. Review

This policy is due for review two years from its date of last review or earlier if required by legislative or regulatory changes.

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