

Document Details	
<b>Title</b>	Complaints and Appeals Policy
<b>Division</b>	Skills
<b>Controlled</b>	Uncontrolled when printed

Version History			
Version No:	Date	Purpose of Change	Issued by
1.0	27/03/2017	Document established	Rinks Kandra
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
5.0	16/1/2020	Reviewed and Updated document	Rinks Kandra
6.0	20/3/2021	Reviewed for Accuracy	Rinks Kandra
7.0	04/03/2021	Reviewed for Accuracy	Rinks Kandra

## 1. Policy

The complaints and appeals process outlined in this document is followed for all existing, previous and prospective participants participating in any course delivered by AETS, or by a 3<sup>rd</sup> party provider on behalf of AETS.

## 2. Procedure

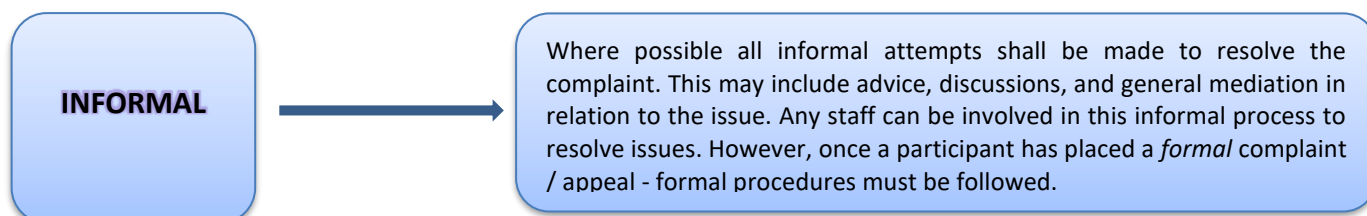
Despite all efforts of AETS to provide satisfactory services to its participants, complaints may occasionally arise that require formal resolution. The following procedure provide participants the opportunity to have any issues relating to a substantiated complaint, or appeal regarding academic or non-academic matters, to be resolved and resolutions reached that attempt to satisfy all parties involved according to the process of natural justice and procedural fairness. There is no cost for the complaints process unless it is escalated to an external appeals channel.

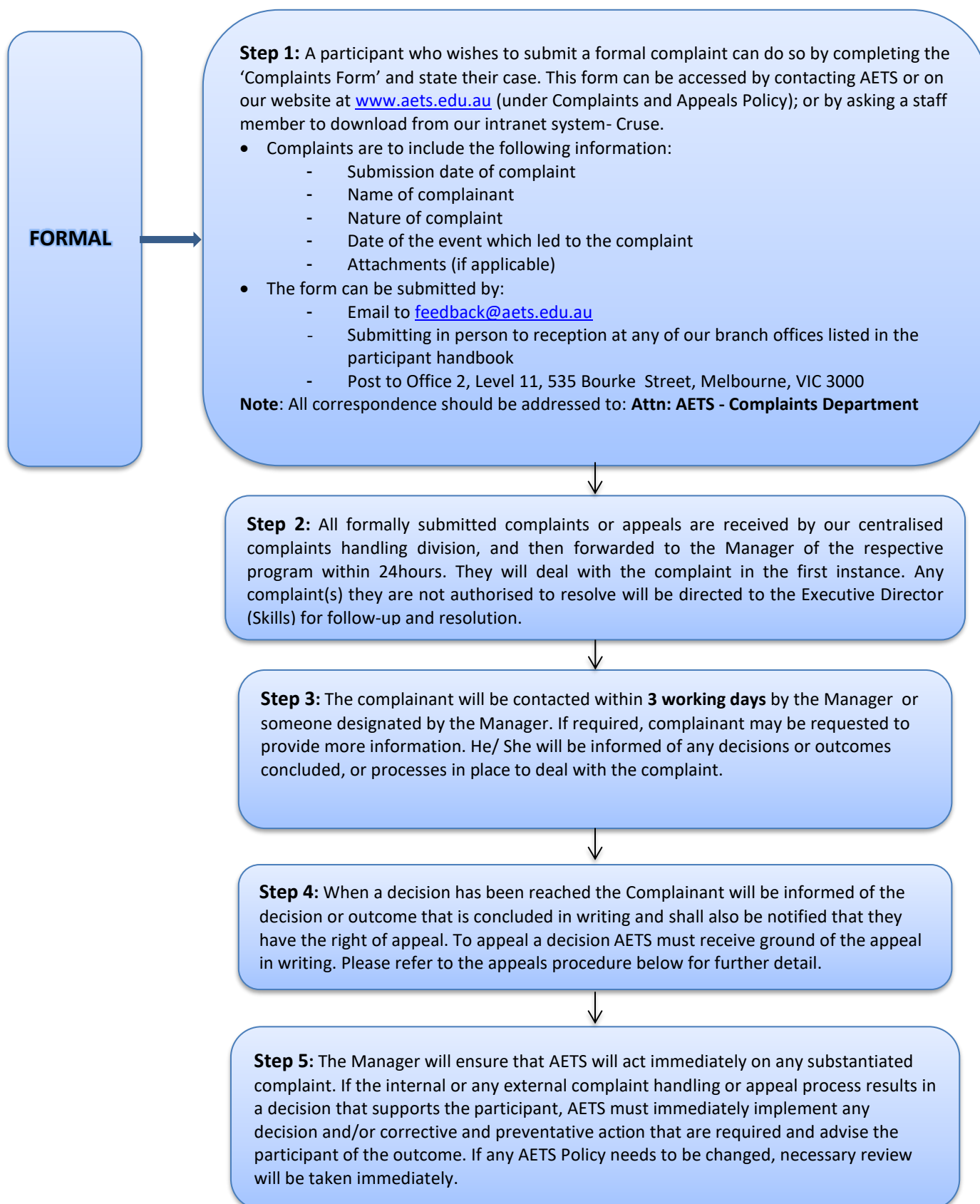
The same process should be followed if a third party is delivering training on behalf of AETS.

## 3. Complaints

Any existing, previous and prospective participant 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 participants have the right to appeal decisions made by AETS where reasonable grounds can be established.

- To activate the appeals process the participant is to complete an ‘Appeals Form’ and clearly state the reason why participant 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 Complaints & Appeals Policy); 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 receipt of Appeal form.
- The Manager may organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate. The participant 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 participant may appeal a decision made by AETS may include:

APPEALING A DECISION	
<b>Assessment/s Outcome</b>	<ul style="list-style-type: none"> <li>• 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 participant 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 Manager. The appeal will be entered into the ‘CA&amp;I Reporting Register’.</li> <li>• Lodge an appeal by completing the Appeals form outlining the reasons for the appeal, if still unsatisfied with the decision.</li> <li>• The 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.</li> <li>• The participant shall be notified in writing of the outcome with reasons for the decision. If not satisfied, participant shall be provided the option of seeking the external appeals channel. Notify AETS if participant wishes 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>• If not satisfied with the resolution, lodge an appeal and notify AETS in writing within <b>20 working days</b> 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.</li> <li>• The participant shall be notified in writing of the outcome with reasons for the decision. If not satisfied, participant shall be provided the option of seeking the external appeals channel. Notify AETS if participant 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>• If not satisfied with the resolution, lodge an appeal and notify AETS in writing within <b>20 working days</b> 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.</li> <li>• The participant shall be notified in writing of the outcome with reasons for the decision. If not satisfied, the participant shall be provided the option of seeking the external appeals channel. Notify AETS if participant wishes to proceed with the external appeals channel.</li> </ul>

## External independent/Third party Mediator

If a participant 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 Settlement Victoria** - Dispute Assessment Officer  
Level 4, 456 Lonsdale Street  
Melbourne VIC 3000  
Ph.: 1300 372 888  
<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)

<https://asqaconnect.asqa.gov.au/>

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

## 5. Review

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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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## Disclaimer

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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.

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 (RTO Code 21912) – Complaints and Appeals Policy

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.