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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 3rd 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

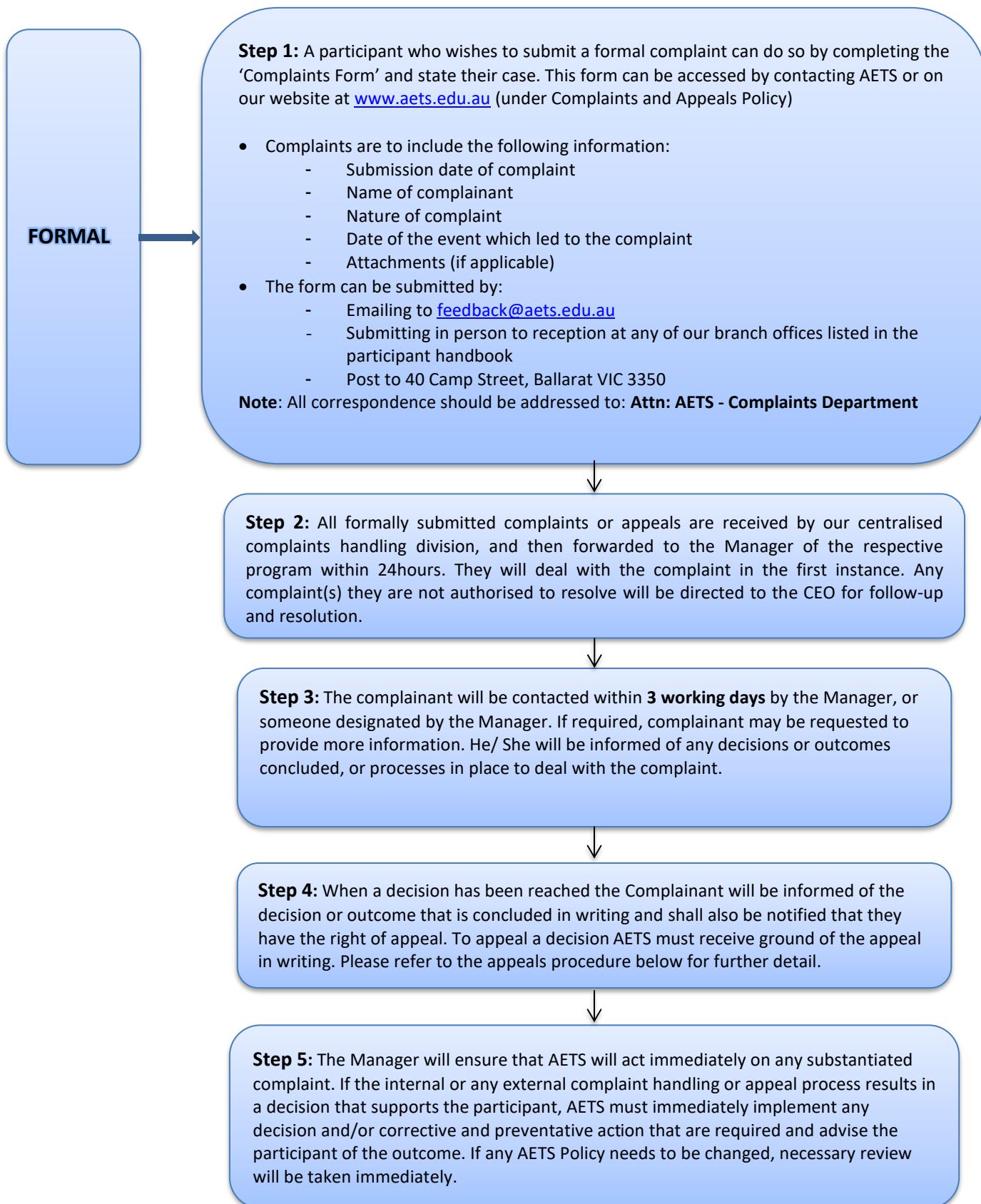
Any existing, previous and prospective participant or third party may submit a formal complaint to AETS with the reasonable expectation that all complaints will be treated with integrity and privacy. There are two ways to resolve complaints.

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

INFORMAL



Where possible all informal attempts shall be made to resolve the complaint. This may include advice, discussions, and general mediation in relation to the issue. Any staff can be involved in this informal process to resolve issues. However, once a participant has placed a *formal* complaint / appeal - formal procedures must be followed.



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 (under Complaints & Appeals Policy) 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 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.
- If 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	
Assessment/s Outcome	<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 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&I Reporting Register’. • Lodge an appeal by completing the Appeals form outlining the reasons for the appeal, if still unsatisfied with the decision. • 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. • 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.
Decision that is made after a complaint has been dealt with by AETS in the first instance	<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 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.
AETS initiated deferral, suspension, or cancellation decisions	<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 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.

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** - 13 38 73
- **Dispute Settlement Victoria** - Dispute Assessment Officer
Level 4, 456 Lonsdale Street
Melbourne VIC 3000
Ph.: 1300 372 888
<http://disputes.vic.gov.au/>
- **NSW Fair trading** - 13 32 20
- **Department of Justice** - 30 Gordons Hill Road, Rosny Park OR
PO Box 56, Rosny Park TAS 7018
Phone. 1300 13 55 13.
Email. cbosinfo@justice.tas.gov.au
Fax. (03) 6173 0205
- **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://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

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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