



DAYS SAFE PTY LTD

Policy & Procedure – Complaints & Appeals

Purpose	The purpose of this Policy & Procedure (P&P) is to ensure that all complaints and appeals are dealt with in a constructive and timely manner.
Scope	This P&P provides guidance on the resolution of complaints and appeals made against the RTO by students, stakeholders or staff.
Inputs	<p><i>Essential standards for continuing registration</i></p> <p>SNR 16 - The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its client, as follows:</p> <p>16.7 The NVR registered training organisation provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.</p>
Requirement	<p>Complaints and appeals are managed fairly, efficiently and effectively. The RTO creates an environment where clients' views are valued.</p> <p>The RTO:</p> <ul style="list-style-type: none"> • Develops and implements a process for handling complaints and appeals • Ensures that clients and staff know about and follow this process • Takes corrective action to deal with the identified causes of complaints • Monitors and improves the system.
Reference Documentation	<p>Other reference documentation which relates to this P&P includes:</p> <ul style="list-style-type: none"> • ASQA Publications <ul style="list-style-type: none"> ○ Making a complaint
Tools & Templates	This P&P is supported by the Tools & Templates identified at each stage in the process.

Controlled document

Documents are uncontrolled when printed. Electronic copies should be referenced for current version

<p>Policy</p>	<p>Appeals</p> <p>Daysafe Pty Ltd will deal with any student complaints in an effective and timely manner, typically resolving all complaints within <i>4 weeks</i>.</p> <ul style="list-style-type: none"> • Each complaint and its outcomes will be recorded in writing. • We will act upon any substantiated complaint. <p>The CEO is responsible for managing the resolution of the complaint and will be able to supply and assist with the complaint forms.</p> <p>All complaints are to be reviewed at management meetings and, if appropriate, will result in a continuous improvements activity.</p> <p>If the Student is still not satisfied with the resolution of the complaint, they can seek further assistance from ASQA.</p>	
<p>Policy</p>	<p>Client Complaints</p> <p>Daysafe Pty Ltd will deal with any student complaints in an effective and timely manner, typically resolving all complaints within <i>4 weeks</i>.</p> <ul style="list-style-type: none"> • Each complaint and its outcomes will be recorded in writing. • We will act upon any substantiated complaint. <p>Daysafe Pty Ltd CEO is responsible for managing the resolution of the complaint and will be able to supply and assist with the complaint forms.</p> <p>All complaints are reviewed at the monthly management meetings and, if appropriate, will result in a continuous improvements activity.</p> <p>If the student is still not satisfied with the resolution of the complaint, they can seek further assistance from ASQA.</p>	
<p>Initial complaint</p> <p>Output</p> <p>Responsibility</p>	<p>When a staff member is approached by a student or stakeholder about a complaint they should in the first instance attempt to resolve the issue if they are able.</p> <p>Complaint resolved without intervention</p> <p>Trainers & Assessors</p>	<p>Tools & Templates</p> <ul style="list-style-type: none"> •

Controlled document

Documents are uncontrolled when printed. Electronic copies should be referenced for current version

<p>Receiving a complaint</p>	<p>If the complaint cannot be resolved then the complainant is to complete a Daysafe Complaints / Appeals Form which will be reviewed for further consideration.</p> <p>Similarly all staff should be aware that the same process is available to them as well, should they have a complaint.</p> <p>All complaints should be brought to the attention of the RTO Management on the day the complaint is made.</p> <p>The written complaint must be forwarded to RTO Management as soon as possible.</p> <p>RTO Management will respond, proposing a solution or stating their current position on the relevant matter.</p> <p>The management response shall also contain information concerning the complainant's right to appeal the decision through an Independent Adjudicator.</p> <p>All independent adjudicator outcomes will be communicated to the complainant in a timely manner.</p>	<p>Tools & Templates</p> <ul style="list-style-type: none"> • <i>Daysafe Complaints / Appeals Form</i>
<p>Output</p>	<p>Record of a complaint acknowledged and responded to.</p>	
<p>Responsibility</p>	<p>CEO Office Manager</p>	

<p>Management Meetings</p>	<p>All complaints are reviewed at our management meetings and if appropriate will result in a continuous improvements action.</p>	<p>Tools & Templates</p> <ul style="list-style-type: none"> • <i>Daysafe Template-Management Meeting-Agenda</i>
<p>Output</p>	<p>Continuous Improvement Action</p>	
<p>Responsibility</p>	<p>CEO</p>	

Controlled document

Documents are uncontrolled when printed. Electronic copies should be referenced for current version

<p>Client Appeals</p>	<p>Appeals against Daysafe Pty Ltd decisions including, assessment decisions, are to be submitted in writing on the Daysafe Complaints / Appeals Form</p> <p>Daysafe Pty Ltd will deal with any student appeals against our decisions including, assessment decisions, in an effective and timely manner, typically resolving all appeals within 4 weeks.</p> <ul style="list-style-type: none"> • Each appeal and its outcomes will be recorded in writing on the Daysafe Complaints & Appeals Register. • Appeals which cannot be resolved in house will be heard by an independent person or panel that is mutually agreed upon • Each appellant: <ul style="list-style-type: none"> ○ Has the opportunity to formally present his or her case ○ Is given a written statement of the appeals outcomes, including reasons for the decision. 	<p>Tools & Templates</p> <ul style="list-style-type: none"> • <i>Daysafe Complaints / Appeals Form</i> • <i>Daysafe Complaints & Appeals Register</i>
<p>Output</p>	<p>Written Appeal</p>	
<p>Responsibility</p>	<p>CEO</p>	
<p>The appeal for re-assessment is proven</p>	<p>If an appeal for re-assessment is proven Daysafe Pty Ltd will make all necessary arrangements to conduct the re-assessment of the student at a time that is mutually convenient for all parties concerned.</p> <p>However, this must not take place within 14 days of original assessment.</p>	<p>Tools & Templates</p> <ul style="list-style-type: none"> •
<p>Output</p>	<p>Reassessment</p>	
<p>Responsibility</p>	<p>CEO Trainer & Assessor</p>	
<p>Appeal not proven</p>	<p>If the appeal is not proven and the student is not satisfied with the resolution of the appeal, they can seek further assistance from ASQA.</p>	<p>Tools & Templates</p> <ul style="list-style-type: none"> •
<p>Output</p>	<p>Advice sought from ASQA</p>	

Controlled document

Documents are uncontrolled when printed. Electronic copies should be referenced for current version



Responsibility	CEO	
Review	All appeals are reviewed at our management meetings and if appropriate will result in a continuous improvements action.	Tools & Templates <ul style="list-style-type: none"> • <i>Daysafe Template-Management Meeting-Agenda</i>
Output	Continuous Improvement Action	
Responsibility	CEO	
Key Performance Indicator:	The effectiveness of this P&P will be measured by the number of appeals and complaint resolved without the intervention of an independent adjudicator	

Controlled document

Documents are uncontrolled when printed. Electronic copies should be referenced for current version