

Policy

To provide a complaint and appeal policy that ensures the principles of natural justice and procedural fairness is adopted throughout the complaint and appeal process.

Scope

To define a process available to any individual for complaint and assessment appeals. All complaint and appeals will be managed fairly and equitably and as efficiently as possible in a confidential and professional manner. Individuals who are concerned about the conduct of Railtrain's training and/or assessment outcomes are encouraged to attempt to resolve their concern by informally discussing the issue with the Railtrain employee involved. Any individual may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, participant amenities, discrimination, sexual harassment and any other issues that may arise. If informal discussion is not possible or a resolution cannot be met, then the formal procedure must be followed.

Responsibility

The RTO Manager has the overall responsibility for this procedure. Other responsibilities are outlined within the procedure. Where the complaint is concerning the RTO Manager the responsibility for this procedure is the General Manager.

Definitions

Appeal	A dispute against an assessment decision
Appellant	The person lodging an appeal
Complaint	Any expression of dissatisfaction
Complainant	The person lodging a complaint
Complaine	The person who the complaint is about
Individual	Any person may lodge a complaint and/or appeal
Participant	A student

Informal Procedure

In many cases a solution can be found by discussing the concern with those involved. This is the first step and is an informal process.

- Individuals are encouraged to resolve issues informally by speaking with the person concerned
- Individuals are encouraged to complete a Feedback form to register their concern
- Where a feedback form is not submitted and the matter is known the RTO personnel should complete and submit the form for consideration and continuous improvement
- The feedback and complaint and appeal process is explained at induction/enrolment
- The Appeals process is explained when a participant receives their assessment outcome
- Individual/s may report a complaint and appeal at any time.
- Participants must appeal an assessment decision/outcome within 10 working days of receiving assessment feedback from Railtrain's trainer/assessor
- If not satisfied participants are further encouraged to speak to the Railtrain's RTO Manager and present, their concern. The RTO Manager will try and resolve the issue and come to a satisfactory outcome.

Formal Procedure

If you're not satisfied with the outcome following the informal process, then you're invited to continue through the formal process. You can download the form on our website or send an email requesting a form to training@railtrain.com.au

- The complaint and appeal form will be reviewed by the RTO Manager
- The RTO Manager will liaise with all persons involved and/or review the process that is being questioned
- If the RTO Manager is unable to provide a satisfactory solution a panel will be arranged to review the complaint or appeal
- All individuals will be invited to present their complaint formally to the panel
- Railtrain will convene a panel to review the complaint and/or appeal within 10 working days.
- The panel will include Railtrain's RTO Manager, Railtrain's General Manager and at least one other independent person.
- If further information is required by the Panel, another 5 working days is available to the members of the Panel and complainant and/or appellant to source and review the existing and new information.
- The complainant/appellant will be notified within 5 working days of the decision of the Panel

- The outcome of the complaint or appeal will be recorded in writing and signed and dated by the RTO Manager and the complainant/appellant.
- If the complainant is still dissatisfied with the outcome of the complaint/appeal a third party independent mediator will be appointed at a cost to the participant.
- A third party independent mediator may be provided by through either the Access and Safeworking Course Owner (Network Owner/Operator) or the Australian Council for Private Education and Training (ACPET). Please refer to <http://www.acpet.edu.au/participants/participant-support> or contact ACPET on (03) 9412 5900.
- Individuals are entitled to resolve any dispute by exercising their rights to other legal remedies.
- The details of the complaint and appeal procedures followed and outcome(s) are placed in the participant’s file.
- If the complaint or appeal is against a Railtrain employee it will be recorded in the employees HR file.
- The Continuous Improvement Register will record the issue and it will be administered according to a continuous improvement process.

