Complaints and Appeals Policy V2.1

Policy Applies to	Trainers and Assessors
ASQA Standard Reference	Standards for RTO Clauses 6.1 – 6.6
Date Policy is effective from	06/09/2019
Authorised by	Suzanne Bird CEO

Complaints

During course activities, students may have some concerns with the processes they are being exposed to or they may be unhappy with a particular aspect of the program. Cove Training undertakes to provide a mechanism allowing allows for the fair and equitable resolution of any issues.

Cove Training complaints process is available to manage and respond to allegations involving the conduct of:

- Cove Training, its trainers, assessors or other personnel; or
- A Cove Training contracted third party providing services of Cove Training, including the third party representatives' trainers, assessors or other personnel; or A student of Cove Training.

Allowing students to easily engage with the personnel of Cove Training about any concerns they have can stop minor issues becoming larger. There is no fee or charge levied for any complaint processed.

Cove Training will maintain a student complainant's enrolment during any appeal process.
Cove Training's complaints process is publicly available on the Cove Training website, and is provided to all prospective clients via the relevant handbook for each stakeholder group prior to enrolment. Where Cove Training uses third parties to deliver services, complaints information is also made available to prospective clients of these third party representatives.

Cove Training's complaints process follow the principles of natural justice and procedural fairness by allowing anyone subject to a decision by Cove Training, or anyone who has allegations made against them, to tell their side of the story before a decision is made.

Complaint & Grievance Procedure

The following problem resolution framework has therefore been implemented for all stakeholders raising a complaint or issue, with a desire to resolve matters as positive adults. This procedure applies to all complaints about:

- Academic matters from students;
- Non-academic matters from students; and
- Non-academic matters from persons seeking to enrol with the Cove Training in a VET course or unit of study.

1. In the first instance a student should discuss the matter with the personnel member or responsible person concerned. Where this is not considered appropriate then the complainant is encouraged to discuss the matter with a member of the Cove Training Management team.
   If the complainant is satisfied with the outcome of the discussion, it would mean that the matter is resolved.
2. Any client may submit a formal complaint to Cove Training in writing. Complaints are to include the following information:
   - Submission date of complaint;

- Name of complainant;
- Nature of complaint;
- Date of the event which lead to the complaint; and
- Any other relevant information or attachments (if applicable).

3. The Cove Training Chief Executive Officer will acknowledge receipt of the complaint in writing within five working days and arrange a suitable time if needed to discuss the complaint.
4. The Chief Executive Officer will investigate the complaint, or refer the matter to appropriate Cove Training personnel to investigate. In either case, the investigation will be resolved and decisions made on the complaint within 20 working days of the complaint being received in writing.
   In all cases, each party may be accompanied and assisted by a third party at any relevant meeting.
5. The complainant will be informed of any decisions or outcomes concluded in writing, with reasons provided for the decisions or outcomes. With this notification, all complainants will receive information on how they can progress their compliant if still unhappy.
6. If the complainant is not satisfied with the outcome, they may escalate the complaint in writing to the Cove Training Chief Executive Officer.
7. Escalated complaints are to include the following information:
   - Submission date of complaint;
   - Name of complainant;
   - Nature of complaint;
   - Reasons why the complainant is not satisfied with the outcome of the original complaint; and
   - Any other relevant information or attachments (if applicable).
8. The Cove Training Chief Executive Officer will acknowledge receipt of the escalated complaint in writing within five working days and arrange a suitable time if needed to discuss the complaint.
9. The Chief Executive Officer will investigate the complaint, or refer the matter to an external dispute resolution process by a body appointed for this purpose by Cove Training. The *default* external body available is:

   Company: Resolution Institute

   ABN: 69 008 651 232

   Address: Level 1, 13-15 Bridge Street
   Sydney, NSW 2000 Australia **Phone**

   Number: +61 2 9251 3366

   Fax Number: +61 2 9251 3733

   Email: leadr@leadr.com.au

   Website: www.resolution.institute

   In either case, the investigation will be resolved and decisions made on the escalated complaint within twenty working days of the complaint being received in writing.
10. The complainant will be informed of any decisions or outcomes concluded in writing, with reasons provided for the decisions or outcomes. With this notification, all complainants will receive information on how they can progress their complaint if still unhappy.
11. If the complainant is not satisfied with the outcome, and the complaint is yet to be mediated by an external dispute resolution process, they may escalate the complaint in writing to the Cove Training *Chief Executive Officer.* In this situation, the *Chief Executive Officer* will:
    - Acknowledge receipt of the escalated complaint in writing within five working days; and

- Refer the matter to an external dispute resolution process by a body appointed for this purpose by Cove Training.
- Cove Training will give due consideration to any recommendations arising from the external review within ten working days of the receipt of the recommendations.
- The investigation will be resolved and decisions made on the complaint within thirty working days of the escalated complaint being received in writing.

12. The complainant will be informed of any decisions or outcomes concluded in writing, with reasons provided for the decisions or outcomes. With this notification, all complainants will receive information on how they can progress their compliant if still unhappy.

All stages of the complaints process are documented and notes provided to all parties involved, including the outcomes of the complaint at each stage and reasons for the decisions made. Each complaint and its outcome is recorded in writing and stored on the *Complaints Register.* This register is located at:

Server / Management

If at any stage Cove Training considers more than 60 calendar days are required to process and finalise the complaint, Cove Training will:

- Inform the complainant in writing, including reasons why more than 60 calendar days are required; and
- Give regular updates the complainant on the progress of the matter.

If the internal or external complaint handling or appeal process results in a decision that supports the student, Cove Training immediately implements any decision and/or corrective and preventative action required and advises the student of the outcome.

At all times records of complaints and grievances are maintained confidentially. Cove Training retains records of all complaints and grievances for a period of at least five years, allowing parties to the complaint or grievance appropriate access to these records.

Complaints Key Contacts

If the student is still not satisfied with the resolution of the complaint, they are directed to seek further assistance from the following additional parties:

Organisation	Details
Vocational Education & Training Programs Australia Skills & Quality Authority (ASQA)	1300 701 801 enquiries@asqa.gov.au
Victorian Department of Education & Training	www.skills.vic.gov.au

Improvement Actions

Cove Training confirms its commitment to investigate and act on any complaint raised, and also to take appropriate action in any case where complaints are substantiated. In cases where a complaint is upheld, Cove Training endeavours to identify the cause of the complaint and implement steps to prevent the situation happening again.

All improvement actions arising from complaints are raised via the *Continuous Improvement Register.* Cove Training maintains a *Continuous Improvement Register* for recording the receipt and management of improvement records.

Once improvement records are raised, activities review complaints and their causes, evaluate corrective actions to resolve the issue and prevent reoccurrence, implement appropriate actions, record results of actions undertaken and review these actions to ensure effectiveness after implementation.

The *Continuous Improvement Register* is located at: Server / Management