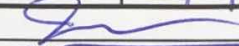
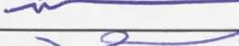
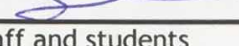


POLICY: Complaints & Appeals POLICY No. CTP7.1v4

VERSION CONTROL				
File name:	Policy No.	Reviewed by:	Approval date:	Review by:
Complaints & Appeals	CTP7.1v4	Michael Leonarder	16/4/18	16/4/21
Author:	Jeremy Crooks	Signature:		
Reviewer:	Michael Leonarder	Signature:		
Approved:	James Carroll	Signature:		
THIS POLICY APPLIES TO:	all Crusader Training staff and students			
POLICIES AFFECTED:	The policy supersedes Trainee Grievance & Appeal CT.07v3			

POLICY INTRODUCTION

THIS POLICY RELATES TO:	National Standards for RTOs	Smart & Skilled Operating Guidelines
	6	3.1

What is a complaint?

A complaint is a clear statement by a student regarding a training and/or assessment related problem, concern or complaint, including those involving:

- A communication or interpersonal conflict
- A work health and safety (WHS) issue
- An allegation of discrimination within the meaning of *the Anti-Discrimination Act 1977*, including harassment.

What is an Appeal?

An appeal is a request by a student to have an assessment reviewed on the basis that they don't think the original assessment was fair or didn't take into consideration extenuating circumstances.

POLICY PURPOSE

The purpose of this policy is to ensure that all Crusaders Training staff, students and clients understand the process of complaints and appeals.

POLICY STATEMENT

Crusaders Training will provide a training environment that fosters productive and harmonious training and assessment conditions. Students and clients have the right to present complaints and appeals which will be managed promptly, professionally, objectively and justly. The Crusaders Training will ensure it:

- acts fairly, impartially, justly and confidentially,
- acts promptly within agreed timeframes,
- protects those expressing grievances or seeking appeals from victimisation.

The Complaints & Appeals Policy will be available on the Crusaders Training website for students and/or clients to access.

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POLICY PROCEDURE

Complaints procedure:

For a complaint to be resolved in a satisfactory manner it is important that it be reported and responded to quickly. Therefore if you have a complaint with a member of staff / trainer / assessor:

- Raise the issue, in writing, with the trainer / assessor working with you and present the material facts of the complaint along with your desired outcome. Ensure you copy the CEO of Crusaders Training, who is known as the Training Manager, into the correspondence. In the event that your complaint is against the Training Manager, they will escalate the complaint to their immediate supervisor as part of their correspondence.
- The trainer will attempt to satisfactorily resolve the complaint.
- If not satisfied with the outcome of this, contact the Training Manager who will attempt to mediate a satisfactory resolution.
- If the complaint is still not resolved to the student's satisfaction, he/she may direct their complaint to the Executive Director of The Crusader Union of Australia. The Executive Director may invite an objective organisation to mediate in the grievance.
- At each stage, the student will be advised of the outcome in writing.
- If the decision takes more than 60 days the student will be informed of why it is taking longer and be regularly updated about the process.

Appeals procedure: If a student is not satisfied with an assessment on the basis that they don't think it fair or hasn't taken into consideration extenuating circumstances, they must firstly speak to the assessor to obtain more details on why they assessed as they did. If the student is still not satisfied, they may appeal the assessment and seek:

- Reconsideration by the original trainer or;
- Re-assessment by another Crusader trainer or the Crusaders Training Manager.

If the student is still not satisfied with this re-assessment, they may ask for assessment by an external assessor.

- If the external assessor upholds the assessment decision of Crusaders Training, the student is liable for the cost of the external assessment. Crusaders Training must provide a written estimate to the student before proceeding with an external assessment.
- The client will be informed of the outcome of the result in writing.
- If the decision takes more than 60 days the student will be informed of why it is taking longer and be regularly updated about the process.

NB: the decision maker must be independent of the original decision maker (i.e. the original assessor should not decide on an appeal about a decision that they made)

END OF POLICY DOCUMENT

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