



Complaints and Appeals Policy & Procedure

Elite Truck and Car School has a defined complaints and appeals process that will ensure Learners' complaints and appeals are addressed fairly, effectively and efficiently. Furthermore, learners, trainers, assessors, other RTO staff and stakeholders will have a public access to Complaint and Appeal forms, policies and procedures. Additionally, all learners will be provided appeal forms with the "Learner Assessment Guide" to ensure that learners have necessary forms to appeal against assessment decisions and procedural matters. Complaints and Appeal forms along with the policy and procedures are also available on the RTO website, 'www.etacs.com.au'. Furthermore, all complaints and appeals are documented in complaints and appeals registers respectively.

Elite Truck and Car School strives to ensure that each learner is satisfied with their learning experience and outcome. In the unlikely event that this is not the case, all Learners have access to rigorous, fair and timely complaint and appeal processes. All complaints and appeals will be reviewed as part of the continuous improvement process and where corrective action has been highlighted while achieving resolution during RTO monthly meetings, it will be implemented as a priority.

All complaints will be reviewed at Elite Truck and Car School during monthly management meetings. Continuous improvement procedures may be actioned when the complaint / appeals procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the complaint identifies a problem with the current Elite Truck and Car School policies and / or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.

Note: All complainants/appellants are to follow the appropriate code of conduct and procedures whilst communicating with the relevant staff.

Documents to be used to implement complaints and appeals policy and procedure

-  The Complaint Form
-  The Appeal Form
-  Complaint & Appeal Feedback Form
-  Complaint Register
-  Appeal Register
-  Corrective Action Report
-  Continuous Improvement Register
-  Complaint & Appeal Policy and Procedure

COMPLAINTS

All formal complaints must be submitted in writing (i.e., by filling out the Complaint Form). Elite Truck and Car School has ensured that complaints forms are easy to read and complete.

Information obtained through the complaint form allows the RTO to manage and respond to allegations involving the conduct of:

- ✓ the RTO, its trainers, assessors, RTO staff and other parties involved

- ✓ a learner of the RTO

The RTO will respond to all complaints within 30 calendar days of receipt.

The RTO Manager will convene the complaint committee. The complaint committee will consist of a panel of members with no previous involvement or vested interest in the outcome of the particular complaint.

Members of the committee should include:

- ✓ A representative of Elite Truck and Car School management
- ✓ A Elite Truck and Car School Pty Ltd. training staff member
- ✓ A person independent of Elite Truck and Car School.

Although, the complaint committee will have an independent member, the RTO will provide an independent review (i.e., external to the RTO) for the complaint if requested in writing.

The complaint committee will inform all parties involved of the outcome in writing or via email.

For complaints with added complexity, and for example, in the instance where the review is conducted by independent parties, the resolution may take longer, hence, all learners will be notified in writing if the resolution of complaints will take longer than 60 calendar days. Also, the reasons for the delayed temporal course of resolution will be provided in writing to the complainant. Elite Truck and Car School management will maintain a complaints register to document the course of action and resolution of all formal complaints. All complaints including feedback substantiated by the complaints procedure will be reviewed as part of the Elite Truck and Car School's continuous improvement procedure.

How to lodge a Formal complaint?

It is a normal procedure that all formal complaints are lodged in writing by filling out the Complaint Form.

Complaints forms are available on the RTO website, www.etacs.com.au to all persons (i.e., RTO staff, trainer/assessor, the learner, stakeholder) wishing to make a complaint. If required, the RTO staff will assist you in filling out the form.

After being in receipt of the complaint form, complainants will receive an acknowledgement email that the complaint has been received by the RTO staff. Complainants will receive the final resolution outcome by way of writing within 30 Calendar days. Learners will be informed by way of writing if the resolution will take longer than 60 calendar days.

If the learner is still not satisfied with the resolution of the complaint, the learner may contact ASQA and lodge a written complaint against the RTO.

The form may be submitted to the Complaints Team, Australian Skills Quality Authority (ASQA) by way of email, feedback@asqa.gov.au. The RTO may provide further information upon inquiry in relation to this. Complainants other than learners may opt for an independent review.

APPEALS

Elite Truck and Car School's appeals process is concerned with the learner's right to request a change to decisions or processes of an official nature, usually in relation to academic or procedural matters.

Assessment decisions include RPL assessment decisions too.

In the case of the learner's appeal against specific assessment decisions, the learner should first discuss the decision(s) with the relevant trainer/assessor or staff member, and requests re-evaluation. The RTO member will hear the learner's appeal, make fair judgment to the best of their ability as to whether change(s) are required, and then discuss their final decision with the learner.

If the learner is still dissatisfied with the trainer or assessor's decision, they have the right to take the appeal to the management team. The formal notice of appeal is required to comply with the following principles upon submission to the RTO management:

- ✚ The notice of appeal should be made in writing, addressed to Elite Truck and Car School for referral to the management team and submitted within (14) calendar days of notification of the outcome of the assessor's re-evaluation process. The appeal form is available on the RTO website, www.etacs.com.au can be requested by email. Also, appeal forms are given to learners with the Learner Assessment Guides.
- ✚ The notice of appeal must be submitted within the specified timeframe otherwise the original result will stand. If the learner's appeal needs to be deferred due to emergency, such as in the case of serious illness or injury, a medical certificate supporting the case must be forwarded to the RTO management via email (office@etacs.com.au). The notice of deferral must be submitted within (7) calendar days of the conclusion date displayed on the medical certificate.

The appeal committee will consist of a panel of members with no previous involvement or vested interest in the outcome of the particular appeal. Members of the committee should include:

- ✓ A representative of Elite Truck and Car School's management
- ✓ A Elite Truck and Car School Pty Ltd's training staff member
- ✓ A person independent of Elite Truck and Car School's.

Although, the appeal committee will have an independent member, the RTO will provide an independent review (i.e., external to the RTO) for the appeal if requested in writing.

It is the responsibility of Elite Truck and Car School's management to ensure adherence to the appeal procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting Learners with the appeal procedure and supply of appeal forms. The RTO staff is happy to assist you in filling out the Appeal Form.

All appeals will be reviewed at the monthly management meeting and, if appropriate, result in a continuous improvement process.

Continuous improvement procedures may be actioned when the appeal procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the appeal identifies a problem with current Elite Truck and Car School policies and / or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.

How to lodge an appeal?

Learners will receive Appeal related information and forms with the Learner Assessment Guide, and are published on the RTO website. All learners or candidates wishing to make an appeal or any other manner of objection in relation to the decision (e.g., assessment marking) of Elite Truck and Car School have access to the following procedure:

STEP 1. Informal appeal:

- ✚ An initial appeal will involve the appellant communicating directly with Elite Truck and Car School assessors/trainers/relevant staff verbally or by email. Elite Truck and Car School management will make a decision, discuss their judgement with the appellant and record the outcome of the appeal.
- ✚ Learners / Candidates dissatisfied with the outcome of Elite Truck and Car School decision may initiate the formal appeal's procedure.

STEP 2. Formal complaint / appeal:

- ✚ In case of formal appeal against assessment marking, all learners are required to wait at least **24 hours (cooling off period)** before they can appeal the assessment decision.
- ✚ It is a normal procedure that all formal appeals proceed only after the initial informal appeal.
- ✚ The formal appeal is to be submitted in writing by way of filling out the Appeal Form,
- ✚ After receiving the written appeal, the RTO will notify learners acknowledging the receipt of the appeal via email.
- ✚ the RTO Manager will convene the appeal committee to reach a resolution,
- ✚ The RTO appeal committee will reach a decision on the appeal after careful considerations
- ✚ Learners/students/candidates will be informed in writing within **(30) calendar days** of lodging the appeal. If the resolution takes longer than **60 calendar days**, appellants will be notified in writing by explaining reasons for the delayed temporal course of resolution.

If the appellant is still not satisfied with the resolution of the appeal, the learner may contact ASQA and lodge a written complaint against the RTO.

Or via email to: feedback@asqa.gov.au