

Complaints and Appeals Policy

Scope

At AMPT Services we are committed to providing a pleasant and safe work environment for all Students, clients and visitors. We acknowledge, however, that things do not always go smoothly, and that Students and clients can sometimes feel aggrieved regarding their training and/or assessment. A Student may have a complaint and/or appeal about an assessment decision that they feel is unfair, discriminatory or unjustified; and a client may have a complaint about information or services with which they have been provided

This Complaints and Appeals Policy is our commitments to managing and responding to allegations involving the conduct of:

- AMPT Services, its Trainers, Assessors or staff;
- a third party providing services on the RTO's behalf, its trainers, assessors or other staff (where this may be relevant to its operations)
- a Student of AMPT Services

A Student or Client may have a complaint and/or appeal about an assessment decision that they feel is unfair, discriminatory or unjustified; and a client may have a complaint about information or services with which they have been provided.

It is generally accepted that best practice occurs, when a complaint and/or appeal can be resolved in the first instance by the Assessor and/or supervisor, this is the preferred option. However, if a solution cannot be found, accessing the Complaints and Appeals form (F-RTO-007) enables the complainant and/or appellant in conjunction with an AMPT Services staff member the right to access further investigations into the issue and ensures all aspects of the issue/s are recorded, processed and reported.

Definitions

Complaint - is any expression of dissatisfaction with an action or service of the Registered Training Organisation.

Appeal - is where a student or staff member or stakeholder of AMPT Services or another interested party disputes a decision arising from a complaint, an assessment decision, or another decision made by the RTO.

Complaints and appeals can arise from matters of concern relating to:

- training delivery and assessment
- the quality of the training
- student support
- materials
- discrimination
- harassment

Natural Justice - is concerned with ensuring procedural fairness. It involves:

- Decisions and processes free from bias
- All parties having the right to be heard
- All parties having a right to know how and of what, they are involved/accused
- Investigating a matter appropriately before a decision is made
- All parties being told the decision and the reasons for the decision

Person – is the someone making the complaint (complainant or appellant) and can be an individual, a group or an entity/organisation.

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Policy

AMPT Services believes that a person, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, and without prejudice or fear of reprisal or victimisation.

The person has the right to present the complaint or appeal formally and in writing.

AMPT Services will manage all complaints and appeals fairly, equitably and as efficiently as possible. AMPT Services will encourage the parties to approach the complaint or appeal with an open mind, and to resolve problems through discussion and conciliation.

AMPT Services seeks to prevent complaints by ensuring high levels of satisfaction with its training and assessment, its performance as an RTO and with its public image. If a complaint should arise, all staff are expected to be fair, courteous and helpful in all dealings with the person making the complaint or lodging the appeal, and to assist or refer where they can.

Where a complaint or appeal cannot be resolved through discussion and conciliation, AMPT Services acknowledges the need for an appropriate external and independent person/party to mediate. The parties involved will be given the opportunity to formally present their case in an independent forum.

Confidentiality will be maintained throughout the process of making and resolving complaints/appeals. AMPT Services seeks to protect the rights and privacy of all involved, and to facilitate the return to a comfortable and productive learning environment.

A copy of this Policy is available to the public, all stakeholders, students and staff via the AMPT Services website and is available in the Student Handbook. Information and contact details of external authorities who may be approached, is also included.

Complaints and appeals will be finalised as soon as practicable. Every endeavour will be made to ensure that all complaints are finalised within two weeks. Where AMPT considers more than 60 calendar days will be required to process and finalise the complaint or appeal then the complainant\appellant shall be notified in writing, the reasons why more than 60 calendar days are required. We will also give the complainant\appellant regular update on the progress of the matter.

All complaints will be reviewed and any requirement(s) for change to a AMPT Services policy, procedure or form a change request procedure will be completed as per the Continuous Improvement Procedure. This includes instances where a complaint is not upheld, so that AMPT Services can put into place actions to avoid the repeat of such an appeal or complaint.

Related Procedures
<ul style="list-style-type: none">Complaints and Appeals Procedure
<ul style="list-style-type: none">Complaint and Appeals Form - F-RTO-007