

Complaints and Appeals Policy

- The Skills Strategies International Complaints and Appeals Policy is available to all students, staff including contractors and other persons acting on behalf of *Skill Strategies International*
 - Learners are inducted at the commencement of their course and the policy and procedure can be located in the Student Handbook
 - Staff members, contractors are inducted into the business upon commencement and are made familiar with all policies and procedures at that time. SSI Policies and Procedures are located in the RTO Procedures Manual
- Any complaints, disputes and appeals will be taken seriously and resolved in a manner that ensures the processes involved are transparent, prompt, confidential, and fair to all parties and conducted in accordance with Skills Strategies International Complaints and Appeals Procedures.
- The complainant and respondent will not be victimised or discriminated against at any stage of the process
- Complaints are initially handled with the individual(s) responsible for the service or process about which the complaint is being made to try and reach a mutual resolution.
- If complainants are dissatisfied with the outcome of these attempts at resolution, they may place their complaint in writing and follow the Appeals process outlined in the procedure.
- All learners have the right to appeal an assessment decision
- All internal review processes are free of charge to the complainant.
- Independent review processes undertaken by an external individual/body may incur a cost to the complainant.
- Records of Complaints and their outcomes will remain strictly confidential to the degree necessary for resolution. Records will be maintained in a separate and secure file (not kept in the student's official file) for a period of 5 years.
- All complaints and Appeals will be discussed at the monthly Staff Meeting to ensure consistent outcomes are applied or corrective actions are taken by the business for Continuous Improvement .

Complaints and Appeals Procedures

Complaints

A complaint may include, but is not limited to;

- Course advice and enrolment
- Suspension and/or cancellation of enrolment
- Program delivery
- Marketing and promotional activity
- Personal safety
- Customer service and administration
- Issue of results, certificates, statement of attainment
- Learning resources
- Fees and charges
- Equity and access, discrimination, harassment and bullying

Appeals

An appeal may include, but is not limited to;

- Assessment process and decision
- Candidate progress and academic progress decisions

Complaints

In the event of a complaint:

- You are encouraged to talk directly with the person concerned to resolve the problem in a timely manner
- Each complaint will be handled initially by the trainer/assessor and then by an independent person where the trainer/assessor is unable to rectify the issue.
- Where you are not satisfied with the treatment provided by Skills Strategies International, you are required to put your complaint in writing to SSI within 4 weeks of the incident occurring. Where possible you are required to provide supporting evidence to your complaint.
- If the complaint is unresolved, you can seek arbitration by a third party acceptable to all parties to the complaint.
- If the complaint is not satisfactorily resolved within 60 days from the occurrence of the complaint, the Learner may request SSI to seek the services of a third party.
- If you are not happy with the choice of the third party by Skills Strategies International, you may select a third party of your choice.
- Arbitration will be undertaken when both Skills Strategies International and the Learner agree on a third party. If the complaint is still unresolved, you will be advised of external organisations of appeal.
- All outcomes are retained for a period of 5 years

Appeals

An appeal is a complaint about an assessment outcome. This is sometimes referred to as an academic appeal.

Skills Strategies International has a process for re-evaluating assessment outcomes if the Learner is unhappy with the outcome.

- All re-assessments involve an assessor who is independent of the initial assessment which is subject to the appeal.
- Any person who lodges an appeal will be given the opportunity to present their case in an unbiased and independent environment. The independence of the party or panel must be mutually agreed
- We will act upon any substantiated complaint or appeal and may see the result as an improvement opportunity for us

If you are unhappy with the outcome of your assessment;

- you should approach your initial assessor first and make sure that the reasons for being unsuccessful are understood.
- Once that has been done or you are still not sure why the assessment was unsuccessful, contact any other staff member to discuss the procedure for lodging an appeal.

You have the right to appeal within 14 days of receiving notification of the decision made in relation to the assessment outcome.

- Each appeal must be lodged in writing and the outcome of the resolution will be made in writing
- Skills Strategies International will deal with any appeal in an effective and timely manner, aiming to resolve all appeals within 14 days of the appeal being lodged in writing by the Learner.

Where a complaint resolution or an appeal process is likely to take longer than 60 days to resolve, the complainant/appellant will be notified in writing and kept informed of the progression.

The Directors or Training Staff are responsible for managing the resolution of any Complaint or Appeal and will be able to supply and assist with the relevant complaint or appeal form as required. All complaints and appeals including their resolutions are reviewed at our management meetings to ensure a timely and consistent outcome is achieved and to recognise where business improvements may be required for continuous improvement.