

**Student
Complaints
and Appeals
Policy**

Document Release

RelyOn Australia Student Complaints and Appeals Policy			
	Name	Title	Date
Author:	J.Kelso	Director	01/07/2024
Reviewed by:	E.Peters	HR Manager & Executive Support	01/07/2024

Release History

Revision Number	Date	Section	Amendment Date	Author	Approved
0.1	4/06/2016	All	Original Draft	L.Parkinson	L.Parkinson
1.1	16/09/2016	All	Minor Amendment	L.Parkinson	L.Parkinson
1.3	21/05/2021	All	Minor Amendment	L.Parkinson	L.Parkinson
1.3	04/05/2023	All	Minor Amendment	R.Harvey	E.Sellwood
1.4	08/04/2024	All	Review against RelyOn Branding	S.Hansford	J.Kelso
1.5	31/01/2025	All	All	E.Peters	J.Kelso

Contents

1. Introduction	1
2. Purpose	1
3. Scope	1
4. Responsibility	1
5. Internal complaints and appeals process	2
6. Investigation of your complaint or appeal.....	3
7. Formal external complaints and appeals process	3
8. Complaints to ASQA.....	3

1. Introduction

RelyOn Australia (ROA) aims to provide an effective and acceptable procedure for students to bring complaints and appeals to the attention RelyOn. RelyOn Australia is a registered training organisation (RTO number 40754) operating under the Standards for RTO 2015 and National Vocational Education and Training Regulator Act. This policy ensures compliance of the ASQA Standards and provides clear and practical guidelines to ensure that complaints and appeals received by the RTO can be resolved equitably and efficiently, and in accordance with the principles of natural justice.

ROA is committed to providing students with a welcoming environment, free from coercion, unfair treatment, discrimination, victimisation, harassment, or bullying.

All complaints and appeals by a student will be handled professionally and confidentially, with the aim of achieving a satisfactory resolution as soon as practicable.

2. Purpose

This policy focuses on ensuring compliance with clauses 6.1 to 6.6 of the ASQA Standards for Registered Training Organisations (RTOs) 2015.

3. Scope

This complaints and appeals policy governs allegations related to the conduct of:

- All RelyOn Australia Employees, it's trainers, assessors and other employees;
- Stakeholders and others;
- A third-party service providing services on RelyOn's behalf, its trainers, assessors or other employees (where this may be relevant to its operations);
- All students or clients of RelyOn Australia.

4. Responsibility

The Chief Executive Officer or a senior managerial agent is responsible for ensuring this policy is implemented and communicated to all employees and students.

RelyOn Australia employees are responsible for addressing student complaints promptly and appropriately. They must also ensure that students involved in the complaints and appeals process understand their rights and responsibilities under this policy.

The employee responsible for conducting the Complaints and Appeals process must ensure that all decisions are implemented and outcomes are clearly documented in the Complaints and Appeals report.

5. Internal complaints and appeals process

ROA has a two-step internal complaints and appeals process as follows:

Step 1 involves an informal internal stage to resolve complaints or appeals.

Step 2 involves a formal internal stage, which requires a complaint or appeal to be made in writing and formally lodged with the RelyOn. RelyOn will undertake an investigation of the complaint or review the decision subject to appeal and a written report of the outcome of the investigation or appeal will be prepared.

Steps 1 to 2 are discussed in detail below.

The Company's internal complaints and appeals process is provided at no cost to the student. Complaints may relate to marketing, enrolment, training, issuing certificates or other RTO relevant operations of the Company. Appeals may relate to assessment practices and decisions.

5.1 Step 1 – Informal Internal Stage

Students are encouraged to attempt informal resolution of any complaint or appeal they may have by directly talking to a RelyOn Australia employees member. If you are dissatisfied with the outcome of the complaint or appeal to the employees member, or it is outside the accountability of the employees member, you may then take the matter to a member of the Executive Team who will listen and discuss the matter and recommend a course of action.

If you continue to be dissatisfied with the outcome, you may initiate a formal complaint or appeal under the Complaints and Appeals Process set out in Step 2 below. Formal Complaints and Appeals should be lodged in writing (using the Complaints and Appeals Form), within 14 days of the event or issue to which the complaint pertains.

5.2 Step 2 – Formal Internal Stage

Step 2 of the procedure should only be used after you have made a reasonable attempt to resolve the matter informally. It applies to complaints regarding any issue related to the Company, an employee, or when appealing an assessment outcome..

Note: All complaints and appeals must be submitted in writing using the Complaints and Appeals Form, available upon request. When completing the form, provide a detailed account of your complaint or appeal and attach any relevant documentation if necessary. The completed form must be submitted to the Compliance Manager.

6. Investigation of your complaint or appeal

ROA will begin investigating your complaint or appeal as soon as possible, but no later than 10 days after receiving your completed Complaints and Appeals Form.

As part of the ROA's investigation, you will have the opportunity to present your complaint or appeal in a formal meeting. You may bring a support person to assist you during the meeting, and in some cases, it may be appropriate to notify your employer. Additionally, you may be required to provide relevant supporting documentation.

Finalisation of complaints and appeals

- RelyOn will finalise the Complaint and Appeals Process as soon as practicable. We will communicate the outcome of the investigation of your complaint or appeal and a written report of the outcome, including the reasons for the outcome, will be provided to you.
- Where a complaint will take longer than 60 days to process you will be advised in writing and then updated regularly (at least every 5 working days).
- RelyOn Australia securely maintains records of all complaints and appeals and their outcomes;
- identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

7. Formal external complaints and appeals process

Students who are not satisfied with the outcome or handling of the ROA's internal complaints process, upon receiving a formal response, may request ROA to convene a panel to review the complaint. This panel will include representatives may include the training staff, an independent person (qualified to provide an opinion on the matter), and possibly a representative from your Employer.

- a. You, the complainant, shall be given an opportunity to present his/her case to the committee. The relevant employees shall be given an opportunity to present his/her case to the committee;
- b. the complaints committee will make a decision on the complaint; and
- c. the complaints committee will communicate its decision on the complaint to all parties in writing within 5 working days of making its decision.


8. Complaints to ASQA

If you are still not satisfied with the resolution of the complaint after following the above complaints procedure, you may contact ASQA and lodge a complaint. Please refer to the ASQA web site at Complaints | Australian Skills Quality Authority (ASQA) <https://www.asqa.gov.au/> complaints.


RelyOn

RTO No. 40754

 1300 156 685

 www.relyonaustralia.com

 info.au@relyon.com

 Building 1 - Level 2, 885 Mountain Highway
Bayswater VIC 3153