

## Complaints, Feedback & Appeals

Australasian Leadership Academy (ALA) responds effectively and efficiently to customer complaints and any feedback. A 'customer' may be defined as a participant, a client organisation, a member of the community or a staff member. It is your right to have the opportunity to lodge a complaint in areas of misconduct, assessment procedures and outcomes and any other matters arising during your relationship with us.

This policy includes complaints and appeals relating to allegations involving the conduct of:

- ALA RTO, its trainers, assessors or other staff;
- A third party providing services on ALA's behalf, its trainers, assessors or other staff;  
or
- A learner of ALA

ALA's complaints policy and appeals policy:

- adopts the principles of natural justice and procedural fairness by:
  - informing those involved of the allegations
  - providing those involved an opportunity to present their side of the matter
  - operating in a fair and unbiased way;
- is publicly available (via ALA's website);
- includes a procedure for submitting a complaint or appeal;
- ensures complaints and appeals are acknowledged in writing and finalised as soon as practicable; and
- provides for review by an appropriate party independent of ALA and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

ALA undertakes to apply the following principles to its complaints and appeals handling:

- An electronic record of all complaints and appeals is securely kept by ALA, including all details of lodgement, response and resolution. This information is documented on ALA's Training Organisation Management System (TOMS) - Complaints / Appeals Register, including discussions and any decisions reached
- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint or appeal is to commence within 10 working days of the lodgement of the complaint or appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant or person lodging an appeal is to be provided with a written statement of the outcome, including details of the reasons for the outcome.
- The complainant or person lodging an appeal is to have the opportunity for a person or a body that is independent of ALA to review his or her complaint or appeal following the internal ALA complaint or appeals process. It is noted that a review of findings by an independent person or body will generally only relate to the appeals process and is less likely to be required in complaints handling.

- ALA shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.
- Decisions or outcomes of the complaint or appeals process that find in the favour of the participant shall be implemented immediately.
- Complaints and appeals are to be handled in the strictest of confidence. No ALA representative is to disclose information to any person without the permission of ALA's Managing Director. A decision to release information to third parties can only be made after the complainant has given permission for this to occur. This permission should be given using the Disclosure of Information Form.
- Complaints and appeals are to be considered on the basis of procedural fairness and lead to opportunities for improvement as a Continuous Improvement Report.
- If you are not satisfied with the complete complaint handling, the Managing Director of ALA will convene a panel of independent assessors to attend the hearing to ensure that an unbiased decision is made.

Where ALA considers more than 60 calendar days are required to process and finalise the complaint or appeal, ALA will:

- inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
- regularly update the complainant or appellant in writing on the progress of the matter.

ALA will:

- securely maintain records of all complaints and appeals and their outcomes; and
- identify potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

ALA considers that it would be extremely unlikely that complaints and appeals are not able to be resolved quickly within ALA's internal structures.

## Complaints process

In the event of a program delivery issue, the complainant is requested to initially interact with the trainer/facilitator/team member or third party providing services on ALA's behalf. If this resolution is unsatisfactory or the issue is not related to program delivery, the Managing Director is responsible for managing the next stages of the complaint.

The Managing Director will follow this process:

- contact the complainant within 2 working days of the grievance/appeal being received
- allow the complainant to present their case and seek clarification
- discuss issue with the staff or contractor and seek to resolve issue
- document events on ALA's Training Organisation Management System (TOMS) - Complaints / Appeals Register, including discussions and any decisions reached
- discuss issue with contact person from client organisation
- if not resolved, discuss with Managing Director and seek to resolve
- if not resolved within 5 working days, provide the complainant with the contact details of an appropriate body where further assistance can be sought e.g. Office of Fair Trading, Alternative Dispute Resolution.

If required, the Managing Director may appoint an independent person to review the situation. The Managing Director will record all conversations, documentation and outcome on ALA's Training Organisation Management System (TOMS) - Complaints / Appeals Register, and ensure the decision and the reason for decision is evident.

## Appeals process

ALA's Appeals Policy includes requests for a review of decisions, including assessment decisions, made by the ALA or a third party providing services on ALA's behalf.

Appeals related to training and assessments are required to be lodged within 4 weeks of completion of last contact/activity of the unit. If the appeal relates to the RPL process, grievances must be within 1 week of notification of unsuccessful recognition process. Appeals must be in writing to the RTO Manager, Australasian Leadership Academy. Each appeal will be heard by an independent person or panel. The complainant will receive a written statement of the appeal outcomes, including reasons for the outcome.

ALA will contact the complainant within 2 working days of the appeal being received. The RTO Manager will seek to resolve the issue within 48 hours from initial contact. The RTO Manager must ensure the complainant has opportunity to present their case and will involve the client in discussions. If the issue cannot be resolved in this manner, the RTO Manager will contact the Managing Director and seek their involvement in the resolution of the appeal. Where warranted, the complainant may be given opportunity for re-assessment. This may be conducted by the initial assessor or an alternate assessor, depending on the circumstances.

If the appeal is still not resolved within 5 working days, ALA will suggest the complainant contact a suitable organisation or persons to assist in resolution.

The RTO Manager will record all conversations, documentation and outcome on the Improvement Form and ensure the decision and the reason for decision is evident. The complainant will receive a written statement of the appeal outcomes, including reasons for the outcome.

## Disciplinary process

Where individual behaviours are identified as disruptive to achieving learning outcomes, ALA will address the behaviour with the participant and provide support for the individual to behave in a more appropriate manner. Disruptive participants may be removed from the program without refund or appeal. If the manner is not rectified, the participant will be removed from the program.