

COMPLAINTS AND APPEALS PROCESS

Despite all efforts of Jetset Training College to provide satisfactory services to its students, clients, and other persons, complaints and appeals may occasionally arise that require formal resolution.

Complaints and appeals may be made in relation to any of Jetset Training College's services, activities and decisions such as:

- ◆ the application and enrolment process
- ◆ the quality of training and assessment provided
- ◆ training and assessment matters, including student progress, assessment and outcomes
- ◆ access to records
- ◆ decisions made by Jetset Training College
- ◆ the way someone has been treated.

All formal complaints and appeals will be responded to efficiently to ensure an effective resolution within a reasonable timeframe, usually twenty (20) days or as soon as practicable. However in some cases, particularly if the matter is complex, the resolution may take longer.

Where a student chooses to access this policy and procedure, Jetset Training College will maintain the student's enrolment while the complaints/appeals handling process is ongoing.

Resolving issues before they become a complaint

All parties are encouraged to approach matters with an open view and to attempt to resolve problems through discussion and conciliation.

Individuals are encouraged, wherever possible; to resolve concerns or difficulties directly with the person(s) concerned to deal with the issue before it becomes a formal complaint. Jetset Training College's trainers and administration team are available to assist students to resolve their issues at this level.

Lodging a complaint

Formal complaints may be made in writing using a written letter or the Complaints and Appeals Form addressed to the Operations Manager of Jetset Training College. When making a complaint, the complainant is asked to provide as much information as possible to enable Jetset Training College to investigate appropriately and determine an appropriate solution. This should include:

- ◆ The issue – what happened and how it affected you.
- ◆ Any evidence you have to support your complaint.
- ◆ Details about the steps you have taken to resolve the issue.
- ◆ Suggestions about how the matter might be resolved.

Complaints will be investigated by the Operations Manager or their delegate and a proposed resolution provided in writing within twenty (20) days. Additional information may be requested from the complainant and others involved with the issue as required.

Where the complaint involves a student or client involved in training and assessment provided through a partnering organisation, the Operations Manager or Project Manager of the partnering organisation will be involved in the resolution of the complaint.

Lodging an appeal of an assessment decision

A request for an appeal of an assessment decision may be made in writing to the Operations Manager providing reasons why the assessment appeal is being made. Assessment appeals must be made within 60 days of the original assessment decision being made.

The Operations Manager will decide whether the request for the appeal warrants a re-assessment of the work. If deemed necessary, the Operations Manager will organise for the original assessment tasks to be assessed by an assessor independent from the original assessment decision.

Outcomes of an assessment appeal will be advised in writing within 20 days of the application being made.

Internal appeal

Where a complainant is dissatisfied with the result or conduct of Jetset Training College's internal procedures for handling of a complaint, the complainant has the right to lodge an internal appeal of the decision. An appeal must be lodged within 60 days of the decision being made and must be made in writing to the CEO with a written letter or using the Complaints and Appeals Form.

An internal appeal will prompt the CEO to review the decision made in response to the original complaint. The complainant may be asked to provide further information by phone, in writing or in person.

Jetset Training College acknowledges the need for an appropriate independent party to mediate where an appropriate outcome cannot be reached internally. Additionally, the complainant may request that an independent party be included in the appeals process. Upon request or the decision by Jetset Training College that this is required, Jetset Training College will organise an independent mediator to be included in the appeals process at its own cost.

The outcome of the internal appeal will be advised in writing within 20 days.

External complaints and appeals

Where the complainant remains dissatisfied with the outcome of Jetset Training College's complaint and appeals process, the complainant can access an external complaints or appeals process at their own cost. Complainants must ensure they have accessed the internal processes first.

Complainants have a number of external complaint or appeal options including:

- ◆ *Consumer Affairs in Victoria*
- ◆ *Administrative Appeals Tribunal (<http://www.aat.gov.au>)*
- ◆ *Jetset Training College's registering body: VRQA*

Jetset Training College will provide complete cooperation with the organisation investigating the complaint/appeal and will be bound by the recommendations arising out of this process. The CEO will ensure that any recommendations made are implemented within 30 days of being notified of the recommendations.

Non-limitation of policy

The Complaints and Appeals policy and procedure do not replace or modify those or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and related procedure limits the rights of individuals to take action under Australia's Consumer Protection laws. Also, this policy does not circumscribe an individual's rights to pursue other legal remedies.