Purpose:
Vative Academy has a defined complaints and appeals process that will ensure Learners and Clients appeals, complaints and grievances are addressed effectively and efficiently. Vative Academy strives to ensure that each candidate is satisfied with their learning experience and outcome.

In the unlikely event that this is not the case, all Complainants’ have access to rigorous, fair and timely appeals, complaints and grievances process which are outlined in this section of the policy and procedures document. Any appeals, complaints and grievances will be reviewed as part of the continuous improvement process and where corrective action has been highlighted it will be implemented as a priority.

Standards and Conditions:

The following table represents areas which this policy and procedure relates to in accordance to AQF and State Government contract guidelines.

<table>
<thead>
<tr>
<th>ASQA: Standards</th>
<th>HESG: VTG Clauses</th>
<th>DTWD: General Provisions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard 2.2 (b)</td>
<td>Clause 12</td>
<td>Condition 17.2 a) vii)</td>
</tr>
<tr>
<td>Standard 6</td>
<td>Schedule 1, clause 1.5</td>
<td>Condition 17.4</td>
</tr>
</tbody>
</table>

Responsible Parties:
A grievance, complaint or appeal is deemed to be formal when it is made in writing to the RTO Manager.

Policy Outline:
Definitions outlining this policy:

- **Appeal**: In law, an appeal is a process for requesting a formal change to an official decision
- **Complaint**: A statement that a situation is unsatisfactory or unacceptable.
- **Grievance**: An official statement of a complaint over something believed to be wrong or unfair.
If a Learner or Client is dissatisfied with any aspect of the training being undertaken, it should first be discussed directly with the Facilitator, or if that is not appropriate with the RTO Manager.

If the issue is unable to be resolved within 5 working days or it is not appropriate that the RTO Manager or Facilitator deal with it, the matter would be referred to the Chief Executive of Vative Academy within 5 working days.

Where Vative Academy considers more than 6 calendar days are required to process and finalise the complaint or appeal. Vative Academy will:

- Inform the Complainant in writing, including reasons why more than 6 calendar days are required; and
- Regularly update the Complainant on the progress of the matter

Where a grievance, complaint or appeal cannot be resolved through discussion and conciliation Vative Academy acknowledges the need for an appropriate external and independent agent to mediate between the parties, whose details are listed below.

Disputes Settlement Centre
A Division of the Department of Justice
4 / 456 Lonsdale St, Melbourne, Victoria, 3000
GPO Box 4113
Phone: 03 9603 8370
Free Call: 1800 658 528
Email: dscv@justice.vic.gov.au

Learners and Clients have the right to present a complaint and to appeal any decisions (including assessment decisions), and to be treated fairly in the process. Vative Academy will treat all appeals, complaints and grievances in confidence, involving only those who need to know, and only with the complainant’s permission.

**Procedure Outline:**

All complaints and appeals, no matter how they are received are to logged within the Complaints & Appeals Register. Emails and files notes in relation to complaints and appeals are also kept within the following location: O:\Compliance\ASQA\Complaints & Appeals\Vative Academy

In the event of a Formal Complaint or Appeal the following steps will be taken:
1. Formal complaints and appeals must be made via the ‘Appeals, Complaints and Grievances Form’ or sent via email detailing the complaint.
2. The ‘Appeals, Complaint and Grievances form’ is located in the student handbook, or upon request.
3. The ‘Appeals, Compliant and Grievance form’ is to be addressed to the RTO Manager of Vative Academy.
4. Upon receipt of the complaint (via complaints form or email) the RTO Manager will investigate within 5 working days and the complainant notified of the result of the investigation within 5 working days.
5. The RTO Manager will make contact with the Complainant and commence the processes for resolution.
6. The RTO Manager will provide the Complainant with his/her recommendations and outcome including reasons for the decision/s made with reference to ‘Appeals, Complaint and Grievances form’.

Whereby a Complainant telephones Vative Academy:

1. The person taking the call will be professional and convey confidence at all times regarding Vative Academy and the service products offered by Vative Academy.
2. The person taking the call will refer the complaint to the RTO manager who will respond to the Complainant within 48 hours.

Refer to the attached Appeals, Complaints and Grievance Form on the following page.
## Appeals, Complaints, Grievance Form

<table>
<thead>
<tr>
<th>Name of Person Reporting:</th>
<th>Company (if applicable):</th>
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<tbody>
<tr>
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<table>
<thead>
<tr>
<th>Reported to</th>
<th>Appeal</th>
<th>Date:</th>
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<tbody>
<tr>
<td>RTO Manager</td>
<td></td>
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<tr>
<td>Chief Executive</td>
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### Description of Issue

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### Expected Outcome

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### Action already taken by person reporting issue

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<thead>
<tr>
<th>Appellant/Complainant</th>
<th>Signed:</th>
<th>Date:</th>
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<table>
<thead>
<tr>
<th>RTO Manager/CEO</th>
<th>Signed:</th>
<th>Date:</th>
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