

Complaints and Appeals

Policy

Approved Date: 08 November 2023

Review Date: 2028

Policy Statement:

Healthy Business Training Academy is dedicated to maintaining a fair, accessible, and efficient process for managing appeals and complaints from all stakeholders.

Scope:

This policy applies to all stakeholders associated with Healthy Business Training Academy, covering appeals and complaints related to any aspect of the RTO's operations and services.

Principles:

1. Supporting and Informing Learners:

- Healthy Business Training Academy commits to identifying and addressing the unique support needs of learners, providing them with access to educational and support services necessary to meet the requirements of the training product as specified in training packages or VET accredited courses.

2. Changes to Agreed Services:

- Healthy Business Training Academy will promptly communicate any alterations in agreed services to learners, including changes in third-party arrangements, ownership, or any adjustments that might impact the services provided.

3. Complaints and Appeals Management:

- Healthy Business Training Academy has established a comprehensive complaints procedure to manage and respond to allegations involving the RTO, its trainers, assessors, staff, and third parties providing services on behalf of the RTO, including complaints made by learners of the RTO.

- Additionally, the appeals procedure manages requests for a review of decisions, including assessment decisions, made by the RTO or third parties providing services on the RTO's behalf.

- Both policies ensure fairness and adopt principles of natural justice and procedural fairness at all stages of the process. They are publicly available and detail the procedure for making a complaint or requesting an appeal. Acknowledgment and resolution of complaints and appeals will be pursued promptly, with provisions for independent review if initial processes fail to resolve the matter.

- Should the processing time for a complaint or appeal exceed 60 calendar days, the RTO will inform the complainant or appellant in writing, providing reasons for the delay and offering regular updates on the matter's progress.

- Healthy Business Training Academy will securely maintain records of all complaints and appeals and their outcomes. The RTO will identify potential causes of complaints and appeals, taking appropriate corrective action to prevent their recurrence.

4. Complaints and Appeals Process:

This policy ensures that complaints related to any aspect of the RTO's operations and services are acknowledged and handled impartially and efficiently. The process includes:

- **Clear Procedures:** There are clear and accessible procedures for lodging complaints, including the designated channels and forms available to stakeholders.
- **Confidentiality and Fairness:** Confidentiality is maintained throughout the process, ensuring the fairness and impartiality of the investigation and resolution of complaints.
- **Timely Resolution:** Complaints are addressed promptly, aiming for a swift resolution. Stakeholders involved will be kept informed about the progress and outcomes of their complaint.
- **Adoption of Principles:** Healthy Business Training Academy adheres to the principles of natural justice and procedural fairness, ensuring a balanced and just approach at every stage of the complaint resolution process.
- **Independent Review:** If the initial complaint resolution process fails to resolve the issue, the comprehensive complaints policy provides for a review by an appropriate independent party, allowing the complainant or appellant to seek an independent review.

Review and Continuous Improvement:

This policy will undergo regular review and updating to ensure alignment with the Standards for RTOs, 2015, and to integrate continuous improvement strategies based on the analysis of appeals and complaints.