

Complaints & Appeals Policy

ELC Training Australia Pty Ltd
RTOID: 45839



Purpose:	The purpose of this policy is to provide transparency for how ELC Training manages any dissatisfaction, formal complaint and appeals of students, clients, and staff.
Scope:	This Policy applies to all ELC Training staff, contractors, any applicable third parties and students (learners).
Responsibilities:	The CEO is ultimately accountable for adherence to this policy.
Standards:	This policy contributes to compliance with clauses 6.1, 6.2, 6.3, 6.4, 6.5 & 6.6.
Policies:	This policy is supported by the <i>Compliance and Governance</i> and supports the <i>Fees, Charges and Refunds</i> and <i>Training and Assessment</i> policies.
Procedures:	This policy is supported by the <i>Complaints & Appeals Procedures</i> .
Tools:	This policy is supported by the <i>Complaints and Appeals Form, Complaints Register, Appeals Register, Complaints and Appeals Acknowledgement Letter, Student Code of Conduct, Continuous Improvement Register</i> and <i>Student Handbook</i> .

Definitions

Appeal means a request for a decision to be made by ELC Training. Appeals may relate to course admissions, refund assessments, ELC Training's response to a Complaint or training and assessment outcomes.

Complaint means a formal expression of dissatisfaction with any product, service or conduct by ELC Training, its staff, contractors, students or any applicable third parties. A Complaint can relate to the enrolment process, marketing information and permissions, quality of training and assessment, student progress, student support, assessment requirements or the behaviour or actions of ELC Training's staff, contractors, students or any applicable third parties.

Policy Statement

- a) ELC Training is committed to respond to any Complaints or Appeals in a transparent, consistent, objective, fair, sensitive, confidential, and timely manner upholding the principles of natural justice and procedural fairness.
- b) Where a Complaint is made, all parties involved will be afforded the opportunity to be promptly notified and provide a response to the allegations.
- c) ELC Training's policy and procedure to manage a Complaint or Appeal does not contravene any rights and remedies of any party under law.
- d) Complainants or Appellants are advised to inform ELC Training of their Complaint or Appeal as soon as possible using the *Complaints and Appeals Form*. This form initiates ELC Training's *Complaint and Appeals Procedures* that will commence by CEO acknowledgement of the form within 2 calendar days of receipt.
- e) ELC Training will aim to conclude its investigation and resolution of any Complaint or Appeal within 30 calendar days or as soon as practicable. During this period, all parties will regularly be informed on progress of the investigation and outcome as appropriate. On the exception that a matter is anticipated to take greater than 60 calendar days to resolve, ELC Training will inform all parties in writing including reasons for anticipated duration to resolution and provide all parties with regular updates on the progress of the matter.
- f) Whilst ELC Training will seek to internally manage Complaints through establishing a *Complaints and Appeals Procedure*, should a Complaint be of such serious circumstance that would warrant notification to the authorities, the CEO will maintain full discretion.

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- g) In the instance an Appeal is registered regarding the outcome of an assessment, ELC Training at its own cost will seek an independent assessor to re-assess the original assessment again which will assist in informing an appropriate resolution.
- h) ELC Training acknowledges that some Complaints and Appeals warrant an appropriate independent external party to be appointed for review, especially where ELC Training's internal processes fail to resolve the matter or there is perceived, actual or potential conflict of interest. An engagement of external independent party may be requested by a Complainant or Appellant at their own costs. However, should ELC Training decide in the best interests of a matter that this should be pursued through an independent external party, then ELC Training will bear the costs of the engagement of the independent external party. In all instances, ELC Training will maintain cooperation and support any investigation process and associated findings and recommendations made by an independent external party.
- i) Records of all Complaints and Appeals will be securely and confidentially recorded and retained as business records by ELC Training in accordance with its *Governance and Compliance Policy*.
- j) Where a Complaint or Appeal leads ELC Training to a conclusion that there may be potential recurrence of similar causes for future Complaints or Appeals, then ELC Training will take reasonable corrective action to eliminate the cause or mitigate the likelihood or reoccurrence in accordance with its *Governance and Compliance Policy*.
- k) This Policy and the *Complaints and Appeals Form* will be made publicly available through publication on prominent place within ELC Training's website and further located and provided to students in the *Student Handbook* during the pre-enrolment process.

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