



TOLL HELICOPTERS

RTO ID: 41569

Complaints and Appeals Policy

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Amendment History

Version No.	Release Date	Details of Changes
V1.0	01/09/2019	Initial Release

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Purpose

This policy is intended to provide clear and practical guidelines to ensure that complaints and appeals received about the Registered Training Organisation (RTO), and about/from students, trainers, staff and/or third parties can be resolved equitably and efficiently, and in accordance with the principles of natural justice.

Scope

This Complaints and Appeals Policy will manage allegations involving the conduct of:

- Toll Helicopters, its trainers, assessors and other staff
- Stakeholders and others
- A third party providing services on the RTO's behalf, its trainers, assessors or other staff
- A student of Toll Helicopters

Definitions

Academic Appeal	A formal statement by a person (complainant) expressing disagreement or dissatisfaction with an assessment decision.
Complainant	A person who lodges a complaint or appeal.
Formal Complaint	A formal expression of dissatisfaction in regard to some aspect of the conduct of Toll Helicopters, its services, staff or course participants.
Informal Complaint	A concern that is expressed without initiating the formal complaints process
Natural Justice	Procedural fairness free from any bias
RTO	Registered Training Organisation, identified as Toll Helicopters.
Third Party	A third party to the complaint. May be internal or external to the organisation.

Complaints and Appeals Principles

- A complainant is to be provided an opportunity to present his/her case at no cost.
- The Complaints and Appeals Policy must be publicly available and published on the RTO website.
- The principles of natural justice and procedural fairness are applied at every stage of the complaints and appeals process by allowing any individual subject to a decision by the RTO, or any individual who has allegations made against him/her, the right of reply before a decision is made.
- The complainant is entitled to have their complaint heard by a person who is without bias and who may not be affected by the decision.
- Formal complaints are to be lodged in writing, using *Form 1031 Complaints and Appeals Form*, within fourteen (14) days of the event of issue to which the complaint pertains
- Appeals of assessment outcomes are to be lodged in writing, using *Form 1031 Complaints and Appeals Form*, within fourteen (14) days of when the assessment outcome is advised to the participant.
- The Chief Executive Officer (CEO) will investigate without prejudice
- Complaints and appeals are handled in the strictest of confidence. The release of any information to third parties can only occur after the complainant has provided written permission for this to occur.
- All complaints, appeals and outcomes are documented in the RTO's Complaints and Appeals Register
- Outcomes of complaints and appeals processes are used to inform continuous improvement activities.

- The RTO shall maintain the enrolment of the complainant during the complaints and appeals process
- If a complainant raises an informal complaint but is not willing to proceed with a formal process, they are advised that due, to the requirements of procedural fairness, in most cases no further action can be taken by the RTO.

Informal Complaints and Appeals

It is expected that, prior to initiating a formal complaint or appeals process, the parties involved will attempt to resolve concerns directly whenever possible.

It is expected that all parties will participate in good faith in resolving concerns so that the RTO maintains a respectful learning environment. Students are encouraged to raise concerns directly with the party involved, particularly where the concerns are adversely affecting the learning environment.

Where this course of action is not able to provide an equitable solution, or the problem or issue persists, an official complaint should be lodged in writing within fourteen (14) days of the event or issue to which the complaint pertains.

Formal Complaints and Appeals Process

Stage One – Lodging a Formal Complaint or Appeal

Where the parties involved are unable to successfully resolve the complaint directly, a formal complaint or appeal may be lodged in writing by completing *Form 1031 Complaints and Appeals Form* and lodging it via email to acetc.rtoadmin@tollgroup.com with the following title in the email subject box: *Confidential – Formal Complaint*.

Formal complaints should be addressed to the RTO Manager. The RTO Manager acknowledges receipt of all complaints and appeals in writing. The RTO Manager records the complaint or appeal in the Complaints and Appeals Register and assigns to the CEO for investigation.

The handling of the complaint or appeal is to commence within seven (7) working days of lodgement by a complainant and all reasonable measures are to be taken to finalise the process as soon as practicable.

Where the RTO CEO considers that more than sixty (60) calendar days are required to process and finalise the complaint, the CEO must inform the complainant in writing outlining why more than sixty (60) days calendar days are required.

As a benchmark, Toll Helicopters will strive to resolve all complaints and appeals within thirty (30) calendar days. The complainant will be provided with regular updates to inform them of the progress of their complaint or appeal.

Stage Two – Determination of Outcome

Where the RTO makes a determination of outcome, the complainant is to be provided a written response to the complaint or appeal outlining the reasons for the outcome. Decisions or outcomes that resolve the complaint or appeal and find in favour of the complainant are implemented as soon as practicable. Documentation is securely filed and the outcome and continuous improvement action is noted in the Complaints and Appeals Register.

Stage Three – External Appeals

Where the RTO is unable to make a determination or the complainant is dissatisfied with the outcome, the complainant has the opportunity for a body that is independent of the RTO to review the complaint or appeal following the completion of the internal complaints and appeals process.

Unresolved complaints may be referred to the Australian Skills Quality Authority (ASQA). Students are to be advised that ASQA require the individual to have exhausted all avenues through Toll Helicopters' internal complaints handling procedure before taking this option.

Unresolved appeals in relation to consumer-related issues, such as in relation to a refund of fees, may be referred to the Office of Fair Trading.