

Complaints and Appeals Policy and Procedure

Issue/ Amendment/ Compliance Status

Compliance Instrument/s
Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements;
Outcome Standards for NVR Registered Training Organisations Instrument 2025;
Credential Policy
<i>Smart & Skilled Operation Guidelines (current)</i>

Policy Version	Description of Changes	Date of Change	Change Made By	Approving Authority
1.0	Updated legal name from Julie Reid Management Pty Ltd to Personnel Group Training and Recruitment PTY LTD and updated General Manager to Operations Manager and Updated trading name from MP Training and Recruitment to Personnel Training	March 2025	OM	OM
1.1	Updated refence to new SRTTO 2025	July 2025	OM	OM

Complaints and Appeals Policy and Procedure

Please note that Personnel Group Training and Recruitment PTY LTD trading as Personnel is referred to as 'Personnel Training' for the purpose of this document.

Background

The *National Vocational Education and Training Regulator Act 2011* establishes the Vocational Education Training (VET) Quality Framework, a system which ensures the integrity of nationally recognised qualifications. Included in the VET Quality Framework are the Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements, the Outcome Standards for NVR Registered Training Organisations Instrument 2025, and the Credential Policy.

Personnel Training must comply with the Compliance Standards, Outcomes Standards and Credential Policy as a condition of registration.

Specific to this policy under the above standards, requires all Registered Training Organisations to implement a complaints and appeals policy that enables learners and clients to be informed of, and to understand their rights, and the RTO's responsibilities under the Standards.

The *Smart and Skilled Quality Framework includes* measures for students and potential students (consumers) to ensure that they are well informed of their rights and given a clear avenue for complaint. The administration of this Smart and Skilled consumer protection system will be within the Office of Education (State Training Service) (STS). The system is a central point for consumers seeking assistance if they have a complaint relating to an approved Smart and Skilled registered training organisation (a provider).

The Dedicated Consumer Protection Officer at Personnel Training is the Operations Manager, who can be contacted on 1300 874 000 or training@personnelgroup.com.au

Intent

The intent of this policy is to provide an independent, easily, and immediately accessible and inexpensive complaints and appeals process for the learners.

Personnel Training manages complaints effectively and efficiently, and uses feedback to improve practice. Learner and client satisfaction is enhanced through the provision of an effective feedback and complaints management system.

Analysis of complaints shall contribute to continuous improvement of Personnel Training policy and practice.

Scope

This policy and procedure apply to:

- Current and prospective Personnel Training learners, their parents, or groups of learners, clients, employers, and Personnel Training or Personnel Training staff; and
- Former Personnel Training learners, their parents, clients, employers, and Personnel Training or Personnel Training staff, up until 30 days following withdrawal or completion.

Purpose

This policy and procedure outline the principles governing Personnel Training in relation to complaints and appeals as well as facilitating compliance with Standard as above.

Personnel Training aims to:

- foster a culture that welcomes complaints as a valuable opportunity to improve organizational processes.
- ensure that complaints are resolved promptly, objectively, fairly, with sensitivity and

- confidentiality; and
- ensure that both corrective and preventative actions are implemented to prevent recurrence of issues.

Personnel Training recognises the right of the learner and client to raise any complaint or appeal by:

- Informing learners of this in the Learner Handbook via an abridged version, prior to commencement of training
- Providing access to the Complaints and Appeals Policy and Procedure on the Personnel Training website.
- Treating all complaints with confidentiality: where a learner or client is under 18, the parent/guardian of
- A learner may be contacted to inform them of the situation and explain the process.
- Dealing with complaints as per the Complaints and Appeals Policy and Procedure and relevant legislation in a timely manner
- Providing an avenue of complaint and resolution to any sub contracted RTO's, their learners, and staff
- Ensuring no learner or client shall be disadvantaged or victimized because of making a complaint.
- Helping with reporting and record of complaints
- Keeping the learner or client informed of the progress of their complaint.
- Registering complaints on the Complaints Register and following the appeal process if required.
- Recording and discussing complaints and outcomes at monthly RTO Meetings or Senior Management Team Meetings
- Implementing continuous improvement processes to address and rectify complaints.

Formal Complaints

This policy and procedure manage and responds to allegations involving the conduct of:

- Personnel Training, its trainers, assessors, or other staff in delivering RTO training and assessment.
- A third-party providing services on Personnel Training's behalf, its trainers, assessors, or other staff; or
- A Learner of Personnel Training, their parents or employer.

Appeals

This policy and procedure also manage appeals for a review of decisions, including assessment decisions, made by Personnel Training or a third-party providing services on its behalf.

Procedure to make a complaint or appeal (Steps and actions)

	Procedures	Responsibilities	Timeline
1.	Complainants are encouraged to attempt to resolve the matter informally through discussion and negotiation. If the complainant is reluctant or unable to do so, the complaint is made to the Operations Manager, or relevant Department Manager, who may ask for the complaint to be put in writing.	Complainant	Within 30 days of occurrence, if during work placement must be as soon as practicable.
2.	If unable to resolve the issue to the satisfaction of all parties, record the details of the complaint on the Complaint Form and forward to the Operations Manager, or relevant Department Manager.	Complainant	Within 2 working days

3.	Log complaint on the Complaints Register and provide written confirmation to the complainant of receipt of the complaint.	Operations Manager or relevant Department Manager	Within 24 hours of receiving Form
4.	Contact the complainant and discuss whether to pursue the issue. Organise a meeting if required to discuss the issue in further detail, and conduct investigation with all concerned parties. Where a learner or client is under 18, the parent/guardian of a learner or client may be contacted to inform them of the situation and explain the process.	Operations Manager or relevant Department Manager	Within 10 working days of receiving Form
5.	Record information about the complaint (or appeal) and recommendations on the Complaint Form.	Operations Manager or relevant Department Manager	Within 24 hours
6.	Provide outcome to all parties.	Operations Manager or relevant Department Manager	Within 5 working days
7.	Scan and save the Form.	RTO administration	Within 5 working days of step 6
8.	<p>If the complainant is not satisfied with the way the complaint was handled or the outcome of the complaint process, the complainant may refer the complaint to the relevant Senior Management Team, or an independent agency/third party. All additional documentation must be saved with the original complaint.</p> <p>NOTE: For learners accessing Smart and Skilled funding who are unhappy with Personnel Training's response, there is an option to escalate the matter to STS as per the Smart and Skilled Consumer Protection System.</p>	Complainant and Operations Manager or relevant Department Manager	Within 10 working days of step 6
9.	Review the complaint at the relevant Staff Meeting.	Operations Manager or relevant Department Manager and staff	Next scheduled Staff Meeting
10.	<p>If the above process is not successful in resolving the complaint, or the complainant is still dissatisfied with the decision, the complaint will be externally and independently reviewed.</p> <p>NOTE: i. For learners accessing Smart and Skilled funding who are unhappy with Personnel Training's response, there is an option to escalate the matter</p>	Operations Manager or relevant Department Manager and staff	Within 15 working days

	<p>to STS as per the Smart and Skilled Consumer Protection System.</p> <p>ii. Complaints about the Operations Manager or the relevant Senior Management Team will automatically be dealt with by the external and independent body in the first instance of the complaint being received.</p>		
11.	All parties notified of the outcome	Operations Manager or relevant Department Manager	Within 10 working days of step 10
12.	Complaints which cannot be resolved internally may be referred to the Australian Skills Quality Authority (ASQA)	Complainant	Ongoing

How Personnel Training will respond to a complaint or appeal

Personnel Training:

- Regularly updates the complainant on the progress of their complaint or appeal; and
- Informs the complainant in writing if it considers that more than 60 calendar days will be required to process and finalise the complaint or appeal, including reasons why more than 60 calendar days are required.
- Ensures the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process.
- Resolves the matter as soon as practicable.

Independent Review

If the complainant is not satisfied with the outcome of a complaint or appeal, the complainant may refer the complaint or appeal to the Senior Management Team, or an independent agency/third party.

NOTE: For learners accessing Smart and Skilled funding who are unhappy with Personnel Training's response, there is an option to escalate the matter to STS as per the Smart and Skilled Consumer Protection System.

Records and Review

Personnel Training securely maintains records of all complaints and appeals and their outcomes. Only authorised individuals have access to complaints and appeals records.

Informal complaints and appeals

Personnel Training's aim to continually improve its processes and practices to ensure it is delivering a high-quality service. Personnel Training uses an informal complaints and appeals process to look for issues, patterns, and concerns.

An informal complaint could include behaviour or decisions that are:

- Out of character for the person about whom the complaint has been made.
- One-off
- Not entrenched
- Low risk of harm/impact on other people

An informal complaint or appeal can present in a variety of ways. It could include:

- Verbal comment or e-mail to trainer/assessor about the training, assessing and/or recourses.
- Comments on the mid-course questionnaire
- Comments and/or score on the end of course LQ questionnaire

Procedure to make a complaint or appeal (Steps and actions)

	Procedures	Responsibilities	Timeline
1	Personnel Training Staff/Trainer and Assessor MUST inform the Operations Manager or Department Manager of the informal complaint and discuss it within the weekly/monthly meetings.	Personnel Training Staff/Trainer and Assessor	Within 10 working days
2	All informal complaints and appeals are to be placed in the Complaints and Appeals Register.	Personnel Training Staff/Trainer and Assessor	Within 5 working days
3	If the complaint is regarding another person. Complainants are encouraged to attempt to resolve the matter informally through discussion and negotiation.	Complainant	Within 30 days of occurrence.
4	Is still unresolved. Personnel Training staff must follow the formal complaints process	Personnel Training Staff/Trainer and Assessor	5 Working days

Associated documents

- Complaints and Appeal Form
- Complaints and Appeal Register