

# Complaints and Appeals Policy

Fluid First Aid understands its obligation to protect the rights of learners and is committed to managing and responding to allegations involving the conduct of our marketing, administration and training and assessment processes, trainers, assessors or other staff or learners and third parties who deliver or market or recruit on our behalf. All complaints and Appeals will be treated as an opportunity for improvement and will contribute to our Quality Assurance systems.

We also understand our obligation to manage requests for a review of decisions, including assessment decisions made by ourselves or a third party providing services on our behalf.

## Procedure

Fluid First Aid ensure that the Complaints and Appeals Process is accessible, transparent, fair and equitable and that any complaint or appeal is treated in a timely manner as follows.

Learners are informed of the Complaints and Appeals Process on our website and in our Learner Handbook.

Confidentiality is maintained throughout the processes outlined below.

### The Complaints Process

1. Learners are encouraged in the first instance to talk to the person involved; this might be the Trainer/Assessor, member of staff or another learner. The Trainer/Assessor will make notes of the concern and follow up with the relevant staff member.
2. If the problem continues or is not easy to resolve informally, a meeting with the Operations Manager/Director is arranged. This meeting can be face to face or by phone and learners can elect to have a representative present. A record of the meeting is kept including the grievance and the agreed proposed solution. Any investigation of matters raised is followed up and a response made within an agreed time-frame. Both parties are to sign this record of the meeting.
3. If the learner is not satisfied with the above actions a written grievance can be made. A Complaints Form is available in the Learner Handbook or on the website. In this instance, the complaint will then be handled by the Operations Manager/Director.

4. If the matter is still unresolved, an independent mediation body will be assigned to examine the matter. This party will be independent of the RTO and the complainant or appellant and their selection will be managed by the Operations Manager/Director with the mutual agreement of the complainant. The written decision of this body will be final and will be made within 60 days of the complaint first being submitted. If the 60 day target cannot be met the complainant will be informed in writing giving reasons why more time is required and will then be given regular updates on the progress of the matter.

## The Assessment Appeals Process

*Fluid First Aid* will consider all appeals against assessment decisions as documented below.

- Learners are encouraged in the first instance to talk to the assessor who made the assessment decision within one week of receiving the result. Learners are entitled to two attempts at assessment so in most cases the matter can be resolved by the Assessor providing feedback and a resubmission or reattempt organised at a mutually convenient time.
- If the outcome is not resolved, then the assessment will be remarked by another, fully qualified, Assessor. This should be completed within 14 days of receiving the appeal.
- If the learner is still not satisfied with the assessment outcome, the appeal should be put in writing within 7 days using the Appeals Form which is available in the Learner Handbook and on the website.
- On receipt of the Appeals Form a meeting with the Operations Manager/Director is arranged. This meeting can be face to face or by phone and learners can elect to have a representative present. A record of the meeting is kept including the reasons for appeal and the agreed proposed solution. Any investigation of matters raised is followed up and a response made within an agreed time-frame. Both parties are to sign this record of the meeting.
- If the matter is still unresolved, a mutually agreed, independent mediation body will be assigned to examine the matter. The written decision of this body will be final and will be made within 60 days of the Complaint first being submitted. If the 60 day target cannot be met the complainant will be informed in writing giving reasons why more time is required and will then be given regular updates on the progress of the matter.

## Complaints and Appeals: Alternative Contacts

If in the instance of an Appeal or Complaint not being resolved by the above processes, the learner will also be informed that there other avenues of complaint. These include:

- [QLD Department of Fair Trading](#) for complaints regarding non-training issues such as disputes over refunds or charges.
- The Australian Skills Quality Authority (ASQA) is the national regulator with regard to training and assessment delivery. They handle complaints that relate directly to RTO's providing training and assessment processes that do not meet the Standards for Registered Training Organisations 2015. Details of their Complaints Process are available on their [website](#).
- [WorkCover](#) is the point of contact for any Work Health and Safety issue, they can be contacted on 1300 362 128.

## Record Keeping

All Complaints and Appeals will be treated as confidential. They will be recorded in the Complaints and Appeals Register with records of all communications and formal decisions attached. In the case of Assessment Appeal, copies of the Assessment, Outcome Results Records, and assessor feedback will also be kept. Copies will also be kept on the learner file.

## Monitoring and Improvements

All complaints and appeals are used to inform our Quality Assurance Process. All Complaints and Appeals are tabled for discussion at **Staff /Management Meetings** as a standing agenda item and processes are developed and implemented to mitigate the risk of future complaints or appeals.