



## Transport Industry Driver Education

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## Procedure - Student complaints and appeals

### 1.0 Purpose

- 1.1 The purpose of this procedure is to define the system available to students for dealing with
  - Complaints and appeals [AQTF 2.6];
  - Independent resolution [AQTF 2.6]; and
  - Appellant rights [AQTF 2.6]

### 2.0 Responsibility

- 2.1 The Training Manager is responsible for implementation of this procedure and ensuring that staff and students are made aware of its application.

### 3.0 Requirements

- 3.1 The method section defines the procedure used for dealing with complaints and appeals.
- 3.2 Where an issue arises during enrolment, booking or training, students are encouraged to first consult with a staff member in relation to the concern and if unsatisfied, refer the matter to the Training Manager. If the issue continues to be unresolved, please refer to the formal complaints and appeals procedure.
- 3.3 Students who are concerned about the conduct of the training provider are encouraged to attempt to resolve their concerns using this complaint procedure.
- 3.4 Nothing contained in this complaints and appeals procedure prevents a student from exercising their rights to other legal remedies.
- 3.5 All prospective students will be provided with access to a copy of the Complaints and Appeals Procedure document before making a contract to enrol and again at course commencement.
- 3.6 All complaints or appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution
- 3.7 All parties will have a clear understanding of the steps involved in the complaints and appeals procedure
- 3.8 Students will be provided with details of external authorities they may approach, if required
- 3.9 All complaints or appeals will be managed fairly and equitably and as efficiently as possible
- 3.10 The training provider will attempt to resolve any complaints or appeals fairly and equitably within ten (10) working days.
- 3.11 Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.
- 3.12 The training provider will encourage the parties to approach a complaint with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties.
- 3.13 The state registration body has the power under legislation to suspend or cancel the registration of a provider or a course. Students may make a complaint to the state registering body by contacting National Training Complaints hotline on 1800 000 674.



3.14 Students are entitled to resolve any complaint or appeal by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to:-

- Contact a solicitor; or-
- Contact the Law Institute of Victoria, 470 Bourke St Melbourne 3000, telephone 9602 5000 for a referral to a solicitor.

#### 4.0 **Definitions**

4.1 N/A

#### 5.0 **Records**

<b>Record</b>	<b>Description</b>	<b>Location</b>	<b>Retention</b>
<a href="#">Student complaint and appeals notification form</a>	Form for submission of complaint or appeal	Training Manager	5 years minimum
<a href="#">Improvement action log</a>	Summary Record of improvement actions undertaken	Training Manager	Continuous
Notification in Student Records System	Storage place for all contact with trainee	Main Office	Continuous

#### 6.0 **Method**

6.1 Students are encouraged to formally register their complaint or appeals by completing the student complaint and complaint notification form and submitting it to the course administrator.

6.2 The date of submission of a complaint or appeal is noted on the student file.

6.3 The details of the complaint and appeals, procedures followed and outcome are placed in the student file.

##### **Local level resolution**

6.4 Any student with a complaint or appeal may raise the matter with the other party concerned. A meeting can be requested by the student, at which time the complaint or appeal may be raised and a resolution sought.

##### **Resolution by the Training Manager**

6.5 Should the complaint or appeal remain unresolved following local level resolution or if local level resolution is inappropriate then the student should contact the Training Manager and arrange a meeting. At this meeting the complaint or appeal can be raised and a resolution attempted.

6.6 At this stage:

- The complaint or appeal must be recorded in writing and signed and dated by the complainant and the training manager.
- The outcome of the complaint or appeal must be recorded in writing and signed and dated by the complainant or appeal and the training manager.
- We will provide in writing the outcome of any appeal including the reason for the decision and will be given to the student.



### **Resolution by External Party (appeals)**

- 6.7 If resolution at a local level or by the Training Manager does not occur, or is inappropriate then the student may appeal and the Training Manager must appoint, at no expense to the student, an independent external arbiter to review the complaint or appeal and propose a resolution. The independent, external arbiter must be acceptable to both parties.
- 6.8 At this stage:
- The appellant must have an opportunity to formally present their case.
  - The complaint or appeal must be recorded in writing and signed and dated by the complainant and the training manager.
  - The outcome of the appeal must be recorded in writing and signed and dated by the complainant and the training manager.
  - We will provide in writing the outcome of any appeal including the reason for the decision and will be given to the student.

### **Improvements**

- 6.9 Implement any improvement actions arising from the complaint or appeal and record them in the Improvement Action Log