

PURPOSE

Celtic Training and Consultancy Pty Ltd (CT) realises that there will be occasions when prospective students and enrolled students may wish to issue a complaint/appeal in regards to both academic and/or non-academic aspects of their involvement through the training experience.

Any person that is involved in a complaint is allowed to be accompanied and assisted by a third party at any relevant meeting.

While CT would hope that in most cases these could be resolved informally with the respective regional team, CT will try to deal speedily and effectively with any that remain unresolved

SCOPE

This policy and procedure applies to all students regardless of the campus at which the complaint/appeal has arisen, the person's place of residence or mode of study (if applicable). CT will not victimise or discriminate against any complainant or respondent.

PROCEDURE

All parties involved in a complaint have appropriate access to their records. The student involved in a complaint has access to their records held by CT via the Q804 Request for Records Access Policy. All parties involved in a complaint will also have their records treated as confidential through Q106 Privacy and Confidentiality Policy.

The student has the right to request action on any complaint/appeal either through the informal process within their State or to move immediately to the formal process covered within this policy. Administration of the complaint/appeal by CT staff will be conducted in accordance with Q1216 Administering Complaints and Appeals Policy. Any complaint/appeal not resolved via informal discussions is to be raised formally by the student via submission of a Student Corrective Action Form (Q80201).

The student must only complete Section 1 of the Student Corrective Action Form (Q80201). The Q80201 Form is to be submitted to the student's State Office using the following contact details:

- I. ACT - Email: actenquiries@ctiaustralia.edu.au
- II. NSW - Email: nswenquiries@ctiaustralia.edu.au
- III. QLD - Email: qldenquiries@ctiaustralia.edu.au

A CT Manager must complete Section 2 of the Student Corrective Action Form with the result of their decision and return a copy to the student via return email within 5 working days of the student's submission of the form.

If the matter is not resolved to the satisfaction of the student, or within five working days from submission of the Student Corrective Action Form, the student may raise the matter with CT's National Training and

COMPLAINTS AND APPEALS POLICY

Compliance Manager (NTCM) or Chief Executive Officer (CEO). The student must then complete Section 3 of the Student Corrective Action Form, marked attention to the NTCM or CEO within 28 days of receipt of the original decision via the following contact details:

Email: admin@celtictraining.com.au

The student must include the following information when completing Section 3 of the Student Corrective Action Form (Q80201):

- I. the date of the original decision
- II. fully state the reasons for applying for the review
- III. any additional relevant evidence

CT's NTCM or CEO has been nominated by CelticTraining & Consultancy Pty Ltd as the final internal review officer as they are an independent and impartial senior officer of the organisation.

Upon receiving the Student Corrective Action Form (Q80201) the NTCM or CEO must send an email to the student. This email is to act as a receipt to acknowledge that they have received the further appeal or compliant.

The NTCM or CEO will review the submitted details and must complete Section 4 of the Q80201 Form and return it to the student via return email or fax within 5 working days of the student submission with the result of the NTCM or CEO's review.

If CT considers more than 60 days are required to process and finalise the complaint or appeal, CT will inform the complainant or appellant in writing, including reasons why more than 60 days and required and regularly update the complainant or appellant on the progress of the matter.

If the matter is not resolved to the satisfaction of the student, in accordance with this policy from submission of the Student Corrective Action Form, students have the right to complain to the Australian Skills Quality Council (ASQA) or the Administrative Appeals Tribunal (AAT), their contact details are below.

I. Australian Skills Quality Council (ASQA)

Website: www.asqa.gov.au

Phone Number: 1300 701 801

II. Administrative Appeals Tribunal (AAT)

The students nearest registry of AAT and contact details are as follows:

- ACT
Phone: (02) 6243 4611 or 1300 366 700 Email: canberra.registry@aat.gov.au
- NSW
Phone: (02) 9391 2400 or 1300 366 700 Email: sydney.registry@aat.gov.au
- QLD
Phone: (07) 3361 3000 or 1300 366 700 Email: brisbane.registry@aat.gov.au

COMPLAINTS AND APPEALS POLICY

All costs in regard to lodging an appeal with the AAT will be the sole responsibility of the student. The approximate cost of lodging an appeal with the AAT is \$861 per application. However, this approximate cost can change depending on the applicant and the application details.

If a student wishes to make an appeal to the AAT then they must be aware that the federal Department of Education and Training will be the other party in the case and all relevant documents will be forwarded from CT to the department.

More details in regard to the AAT, a student's nearest AAT registry, and the costs involved in the appeal process through the AAT can be found at:

< <http://www.aat.gov.au> >

CT will give due consideration to any recommendations arising from an external review within 20 working days of receipt of an outcome of a review by an external mediator. All records relating to the grievance must be maintained on file by CTI staff for a minimum of five years and remain accessible to all involved parties.

The Q802 Complaints and Appeals Policy and Procedure is published in CT's Student Manual which is available on the website at www.celtictraining.com.au or in hard copy at your State Office. The Q802 Complaints and Appeals Policy and Procedure was agreed to and ratified by Celtic Training's Board of Directors, on 17 September 2014.