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## Purpose

The purpose of this policy and procedure is to outline Kordon Institute of Technology (KIT)'s approach to managing dissatisfaction, formal complaints and appeals of students, clients, staff and other members of the community. It provides a transparent approach for all complaints and appeals to be addressed in a fair, efficient and confidential manner.

This policy and procedure ensures compliance with Standard 6 of the Standards.

## Definitions

**Appeal** means a request for a decision made by Kordon Institute of Technology (KIT) to be reviewed

**Complaint** means a person's formal expression of dissatisfaction with any product or service provided by Kordon Institute of Technology (KIT).

**Services** means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support

**Standards** means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework

## Policy

1. Kordon Institute of Technology (KIT) responds to all allegations involving the conduct of:
  - The RTO, its trainers and assessors and other staff.
  - Any third party providing Services on behalf of Kordon Institute of Technology (KIT).
  - Any student or client of Kordon Institute of Technology (KIT).
2. Complaints may be made in relation to any of Kordon Institute of Technology (KIT)'s services and activities such as:
  - the application and enrolment process
  - marketing information
  - the quality of training and assessment provided
  - training and assessment matters, including student progress, student support and assessment requirements
  - the way someone has been treated
  - the actions of another student

3. Appeals should be made to request that a decision made by Kordon Institute of Technology (KIT) is reviewed. Decisions may have been about:
  - course admissions
  - refund assessments
  - response to a complaint
  - assessment outcomes / results
  - other general decisions made by Kordon Institute of Technology (KIT)
4. Kordon Institute of Technology (KIT) is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice.
5. Kordon Institute of Training (KIT) will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
6. Through this policy and procedure, Kordon Institute of Technology (KIT) ensures that complaints and appeals:
  - Are responded to in a consistent and transparent manner.
  - Are responded to promptly, objectively, with sensitivity and confidentiality.
  - Are able to be made at no cost to the individual.
  - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
7. Kordon Institute of Training (KIT) will maintain a record of all complaints and appeals and their outcomes on the Complaints and Appeals Register, which will be securely stored according to the Privacy Policy and Procedures.
8. Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

### 9. Publication

This policy and procedure will be published in the *Student Handbook*, *Employer Agreement* and on the Kordon Institute of Training (KIT) website.

### 10. Making a complaint or appeal

Complaints and appeals should be made in writing using the *Complaints and Appeals Form*, or other written format and sent to Kordon Institute of Technology (KIT)'s head office at 95-99 Keilor Park Drive, Tullamarine VIC 3043 attention to the Chief Executive Officer.

Appeals must be made within 30 calendar days of the original decision being made.

When making a complaint or appeal, provide as much information as possible to enable Kordon Institute of Technology (KIT) to investigate and determine an appropriate solution. This should include:

- The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
- Any evidence you have to support your complaint or appeal.
- Details about the steps you have already taken to resolve the issue.
- Suggestions about how the matter might be resolved.

Some or all members of the management team of Kordon Institute of Technology (KIT) will be involved in resolving complaints and appeals as outlined in the procedures. Where a third party delivering Services on behalf of the RTO is involved, they will also be included in the process of resolving the complaint or appeal.

Where a student chooses to access this policy and procedure, Kordon Institute of Technology (KIT) will maintain the student's enrolment while the complaints/appeals handling process is ongoing.



Complaints and appeals will be finalised within 60 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time as the matter is resolved.

## 11. External appeals

Kordon Institute of Technology (KIT) acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Kordon Institute of Technology (KIT).

The independent party recommended by Kordon Institute of Technology (KIT) is Melbourne Arbitration and Mediation Centre who have a cost of \$950 per matter, however complainants and appellants are able to use their own external party at their own cost.

- Kordon Institute of Technology (KIT) will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
- The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

## 12. Other complaint avenues

Complaints can also be made via the following avenues:

- National Complaints Hotline: The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:
  - Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
  - Email: [skilling@education.gov.au](mailto:skilling@education.gov.au)

For more information about the National Complaints Hotline, refer to the following webpage: <http://www.industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/FrequentlyAskedQuestions.aspx#>

- Australian Skills Quality Authority (ASQA):  
Complainants may also complain to Kordon Institute of Technology (KIT)'s RTO's registering body: Australian Skills Quality Authority (ASQA).  
However, ASQA's will only use the information you provide to inform its regulatory approach and will not contact us on your behalf or act as your advocate. For more information, refer to the following webpage: <http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html>

## Procedure

### 1. Complaints

Procedure
<b>A. Receive and acknowledge complaint</b> <ul style="list-style-type: none"><li>• As per policy, complaints are to be made in writing by the complainant, attention to the CEO.</li><li>• The CEO should review all complaints upon receipt.</li><li>• Acknowledge receipt of complaint in writing by sending a letter to complainant within 3 working</li></ul>

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days of receipt. <ul style="list-style-type: none"><li>Record details of the complaint on the <i>Complaints Register</i>.</li></ul>
<b>B. Investigate the complaint</b> <ul style="list-style-type: none"><li>Upon receiving the complaint, the matter is to be investigated to ensure all relevant information is available and it is accurate and complete.</li><li>Update any involved persons/parties of the nature of the complaint without disclosing the identity of the complainant. Give them a chance to respond and record their side of the story on the complaints register.</li><li>Further details from the complainant, respondent or other involved parties may be requested during this stage. This may be in writing, over the phone, or face-to-face.</li><li>If the matter is in relation to a third party delivering Services on behalf of the RTO, the third party should be involved in the resolution of the complaint.</li><li>The CEO will review the information and decide on an appropriate response. Where deemed necessary by the CEO, the matter may be reviewed by other members of the management team to arrive at an appropriate resolution.</li><li>Note: The complaint must be completely resolved within 60 calendar days of receipt of the original complaint. If the matter is particularly complex and it is going to take longer to resolve, the complainant is to be advised in writing along with reasons for the extra time. They must be provided with updates on progress on a weekly basis thereafter until the matter is resolved.</li></ul>
<b>C. Advise of the outcome and update records</b> <ul style="list-style-type: none"><li>Provide a written response to the complainant outlining:<ul style="list-style-type: none"><li>The RTO's understanding of the complaint</li><li>The steps taken to investigate and resolve the complaint</li><li>Decisions made about resolution, with reasons for the decisions made</li><li>Areas that have been identified as possible causes of the complaint and improvements to be recommended</li><li>Their right to access the appeals process if they are not satisfied with the outcome of the complaints process.</li></ul></li><li>Update the <i>Complaints Register</i> so it includes the outcome of the complaint.</li><li>Update the <i>Continuous Improvement Register</i> if applicable for any improvements to be made as an outcome.</li><li>Keep a copy of the complaint and supporting documents in the Complaints file and in the student or staff file (where relevant).</li><li>Discuss the complaint and its outcome at the next management meeting.</li></ul>

## 2. Appeals

Procedure
<p><b>D. Receive and acknowledge appeal</b></p> <ul style="list-style-type: none"> <li>• As per policy, appeals are to be made in writing by the appellant, attention to the CEO.</li> <li>• The CEO should review all appeals upon receipt.</li> <li>• Acknowledge receipt of appeal in writing by sending a letter to appellant within 3 working days of receipt. Use <i>Complaint/Appeal Acknowledgement Letter</i>.</li> <li>• Record details of appeal on the <i>Complaints and Appeals Register</i>.</li> </ul>
<p><b>E. Respond to assessment appeals</b></p> <ul style="list-style-type: none"> <li>• In the case of appeals against assessment decisions, the original assessment decision will be reviewed by having an assessor independent of the original decision, mark the assessment task again.</li> <li>• The assessment decision made during the appeals process will be considered the actual assessment outcome for the task.</li> <li>• Advise the student of the outcome of the appeal as per point G below.</li> </ul>
<p><b>F. Respond to appeals against non-academic decisions</b></p> <ul style="list-style-type: none"> <li>• Upon receiving the appeal, the matter is to be investigated to identify the original decision made and the reasons for the decision.</li> <li>• Further details from the appellant, respondent, the person who made the original decision, or other involved parties may be requested during this stage. This may be in writing, over the phone, or face-to-face.</li> <li>• If the matter is in relation to a third party delivering Services on behalf of the RTO, the third party should be involved in the resolution of the appeal.</li> <li>• The appellant may request for an independent party (mediator) to be involved in the process. Where this is requested by the appellant, they will bear the costs associated. Additionally, Kordon Institute of Technology (KIT) may decide to call upon an independent mediator to assist to resolve the issue where a decision cannot be reached internally. This will be at Kordon Institute of Technology (KIT)'s cost.</li> <li>• Kordon Institute of Technology (KIT)'s Management team will review all relevant information and decide on an appropriate response.</li> <li>• Note: The appeal must be resolved within 60 calendar days of receipt of the original appeal. If the matter is particularly complex and it is going to take longer to resolve, the appellant must be advised in writing along with reasons for the extra time. They must be provided with progress updates on a weekly basis thereafter until the matter is resolved.</li> </ul>
<p><b>G. Advise appellant of the outcome and update records</b></p> <ul style="list-style-type: none"> <li>• Provide a written response to the appellant outlining:                         <ul style="list-style-type: none"> <li>– The RTO's understanding of the reasons for the appeal</li> <li>– The steps taken to investigate and resolve the appeal</li> <li>– Decisions made about resolution and reasons for the decisions</li> <li>– Areas that have been identified as possible causes of the appeal and improvements to be recommended</li> </ul> </li> <li>• Update the <i>Appeals Register</i> so it includes the outcome of the appeal.</li> <li>• Update the <i>Continuous Improvement Register</i> if applicable for any improvements to be made as</li> </ul>

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<p>an outcome.</p> <ul style="list-style-type: none"> <li>• Keep a copy of the appeal and supporting documents in the Complaints file and in the student or staff file (where relevant).</li> <li>• Discuss the appeal and its outcome at the next management meeting.</li> </ul>

### 3. Independent Reviews by External Party

Procedure
<p><b>H. External complaint or appeal</b></p> <ul style="list-style-type: none"> <li>• If dissatisfied with the internal processes, the complainant/appellant may initiate an external complaint or appeal.</li> <li>• Additionally, a complainant or appellant who has been through the internal processes may request Kordon Institute of Technology (KIT) to appoint an independent party to review the matter.</li> <li>• The independent party used in this case is Melbourne Arbitration and Mediation Centre who have a cost of \$950 per matter, however complainants and appellants are able to seek their own external parties at their own cost.</li> <li>• Kordon Institute of Technology (KIT) will co-operate fully in the process of the external party to investigate and review the matter. This will include and not be limited to providing full access to the relevant student file/s and the internal complaints records where permitted to do so by law. All staff will be instructed to cooperate in such instances and to give an accurate account of the events as they understand them.</li> </ul>

#### Document Control

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