



<b>Department</b>	AIFL	<b>Policy Number:</b>	Prompt Doc No: <#doc_num>
<b>Responsible Officer:</b>	ICT & Compliance Officer	<b>Approving Committee:</b>	
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## P04 AIFL COMPLAINTS & APPEALS POLICY

<u>Policy Statement</u>	<u>Purpose &amp; Scope</u>	<u>Definitions &amp; Abbreviations</u>
<u>Legislation, Acts &amp; Standards</u>	<u>References</u>	<u>Key Aligned Documents</u>

### Policy Statement

This policy covers the obligations of the Australian Institute of Flexible Learning (AIFL) to have clear policies and procedures for dealing with any complaints and/or appeals that may arise.

- A complaint can be about:
  - the Registered Training Organisation (RTO)
  - its trainers, assessors or other staff
  - its staff or
  - another student enrolled within AIFL
  - or staff of an organisation associated with AIFL.
- A student has the right to appeal decisions made by AIFL in relation to;
  - acceptance into a course
  - an assessment or any other decision made by the AIFL, directly affecting the student.

This policy guides the action taken by the AIFL to handle any complaints and/or appeals in a fair and expedient manner so that resolution is achieved quickly using the principles of natural justice and procedural fairness (ASQA, 2015). Feedback captured from clients, and staff, assists with continuous improvement of systems and services. This feedback is also part of the broader systems of quality review as managed through UMHCS Quality Improvement Plan. All staff of the AIFL are subject to the complaints policy and procedure held by UMHCS and this overrides any other complaints procedure held by AIFL.

### Policy Applies To

This policy is to be made available to all students and AIFL staff for information. Students and staff will be advised of the policy through induction processes, materials and the policy will be available electronically on the UMHCS Data J: driven on the UMHCS server and the AIFL website. A register of Complaints and a Register of Appeals will be kept by the AIFL along with a register of Continuous Improvement. The aggrieved person's details and the nature of their complaint and/or appeal will be kept confidential.

### Purpose & Scope

The policy extends specifically to complaints and/or appeals that are brought to the attention of the CE, General Manager or staff of the AIFL and/or UMHCS. The aggrieved person or their representative has the option of presenting the complaint and/or appeal in writing to the General

Manager using the appropriate forms. Once this is done, the General Manager will advise the staff of the AIFL who will record the matter as a complaint and/or appeal and commit to dealing with the matter.

Matters presented verbally or through a third party may also be considered suggestions for improvement and will be dealt with accordingly and added to the quality improvement register if this is an appropriate action.

The complaints and/or appeals policy will be made available to students via the AIFL website and maintained by the ICT and Compliance Officer.

Nothing in this policy overrides any state or national law or regulation.

## Definitions & Abbreviations

RTO- Register Training Organisation  
AIFL- Australian Institute of Flexible learning  
UMHCS- Upper Murray Health and Community Services  
ICT- Information Communication Technology  
CE – Chief Executive

## Legislation, Acts & Standards

Standards for Registered Training Organisations (RTOs) 2015 (Standard six)  
2014-2016 VET Funding Contract Victorian Training Guarantee Program  
Privacy Act 1988

## References

ASQA, 2015. Standards for Registered Training Organisations (RTOs) 2015 (Standard six)

## Key Aligned Documents

PR04 Complaints and Appeals Procedure  
UMHCS Compliments, Complaints & Suggestion Management Procedure  
UMHCS [Compliments, Complaints & Suggestion Management](#) policy  
R04 Complaints Register  
R06 Appeals Register  
R08 Continuous Improvement Register  
F01 Appeals Application Form  
F48 Complaints Form

## Governance

Version Control and Change History		
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<b>AIFL Version Control and History</b>		
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