

## COMPLAINTS & APPEALS POLICY

This policy supports ESI Training and Consulting Pty Ltd (the RTO) in the management of complaints and appeals.

This includes any allegations involving the conduct of:

- the RTO, its trainers, assessors or other staff
- a third party providing services on the RTOs behalf, its trainers, assessors or other staff
- a student of the RTO

The intent of the policy is to:

- ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process
- make the policy and procedures publicly and clearly available
- set out the procedure for making a complaint or requesting an appeal
- ensure complaints and appeals are acknowledged in writing and finalized as soon as practicable
- provide for review by an independent party of the RTO if the processes fail to resolve the complaint or appeal.

The RTO will take all reasonable steps to resolve complaints and appeals within a timely manner, however where the RTO considers more than sixty (60) days are required to process and finalise issues, the complainant or appellant will be advised accordingly and regularly updated on the progress.

All complaints and appeals received by the RTO will be entered into the 'Complaints and Appeals' register which is maintained by the RTO and regularly reviewed as 'Opportunities for improvement'

Information received regarding the complaint or appeal is kept and maintained by the RTO for a minimum of five (5) years.

ESI Training & Consulting Pty Ltd (ESITC) is committed to maintaining the privacy of students and staff in accordance with the Privacy Act 1988 – refer to ESITC 'Privacy Policy'

This policy is guided by the Standards for Registered Training Organisations (RTO's) 2015

*For a copy of the form and procedure, please contact the ESITC office.*