



TRADIE TRAINING

RTO CODE: 45555

Tradie Training

tt.edu.au

1300 517 044
admin@tt.edu.au

Complaints and Appeals Policy

Complaints

Tradie Training's complaints and appeals process is designed to provide learners with an adequate opportunity to engage with Tradie Training's management team and staff to make a complaint regarding any concerns they might have. Information regarding the process of making a complaint can be found on Tradie Training's website.

All complaints received by Tradie Training are taken seriously and are used as part of Tradie Training's continuous improvement process. The goal of Tradie Training's complaints process is to resolve all matters as effectively as possible, using careful consideration and due process to reach a resolution, which will ensure the issue does not occur again.

Principles of natural justice, fairness and equity will be applied to ensure any complaints are resolved. Complaints may include, but are not limited to:

- Tradie Training trainers, assessors or other personnel
- An Tradie Training learner
- Academic matters from learners
- Non-academic matters from learners
- Non-academic matters from persons seeking to enrol with Tradie Training in a course or unit of study
- Members of the public on any matter related to the services provided by Tradie Training

Where possible, Tradie Training encourages learners to resolve an issue by speaking with responsible Tradie Training personnel in the first instance. If a resolution cannot be reached, the learner is encouraged to enter into Tradie Training's formal complaints process.

The first step in the formal complaints process is to submit a complaint in writing to complaints@sot.edu.au

The written complaint should include the following:

- Submission date of complaint
- Name of complainant
- Nature of complaint
- Date of the event which led to the complaint, and
- Any other relevant information or attachments (if applicable)

Tradie Training will acknowledge the complaint in writing within five working days. The complaint will immediately be passed to one of the Directors for consideration. A decision relating to the complaint will be made within 20 working days of receiving the complaint in writing. If Tradie Training requires more than the stipulated 20 days to make a decision, the complainant will be notified in writing, including an explanation of why more than 20 working days will be required to reach an adequate decision. The complainant will also receive regular updates relating to the process. At any meeting between Tradie Training and the complainant, third parties are able to accompany and assist Tradie Training and the complainant.

The complainant will be informed of any decisions, and the reasons for these decisions, in writing. At this point the complainant will also be given information on how to appeal the decision.

Appeals

The appeals process follows a similar structure to the complaints process. Please note an appeal must be made within six months of a decision relating to the initial complaint being made. The first step in the formal appeals process is to submit an appeal in writing to complaints@sot.edu.au

The written appeal should include the following:

- Submission date of appeal
- Name of appellant
- Nature of appeal
- Date of the event which led to the appeal, and
- Any other relevant information or attachments (if applicable)

Tradie Training will acknowledge the appeal in writing within five working days. The appeal will immediately be passed to one of the Directors for consideration. A decision relating to the appeal will be made within 20 working days of receiving the appeal in writing. If Tradie Training requires more than the stipulated 20 days to make a decision, the appellant will be notified in writing, including an explanation of why more than 20 working days will be required to reach an adequate decision. The appellant will also receive regular updates relating to the process. At any meeting between Tradie Training and the appellant, third parties are able to accompany and assist Tradie Training and the appellant.

The appellant will be informed of any decisions, and the reasons for these decisions, in writing.

If the appellant is not satisfied with the outcome of Tradie Training's internal complaints process, they will be directed to lodge a complaint with the following organisations:

- The relevant State Training Authority (STA)
- Australian Skills Quality Authority (ASQA) through the ASQA complaints handling service www.asqa.gov.au
- The Office of the Australian Information Commissioner (OAIC) for investigation www.oaic.gov.au or phone number 1300 363 992 – for complaints relating to the handling, use or disclosure of personal information

It is important to note that all complaints and appeals will be recorded in a complaints register, including details of the complaint or appeal and any decisions reached by Tradie

Training Directors. Tradie Training will maintain records of these complaints and appeals for five years, allowing complainants and appellants access to complaint and decision details. The complaint register will also detail continuous improvements made as a result of the complaints process highlighting areas for improvement. These improvements will also be detailed in Tradie Training's continuous improvement register.