

Complaints and Appeals Policy

Policy Statement

Perth Traffic Training is committed to maintaining a fair and transparent process for handling complaints and appeals from learners and other stakeholders. This policy aligns with the Standards for Registered Training Organisations (RTOs) 2015 and ensures that individuals have a mechanism to raise concerns, seek resolution, and lodge appeals in a timely and respectful manner.

Purpose

The purpose of this policy is to provide a clear and consistent process for managing complaints and appeals related to our training and assessment services. We aim to address concerns promptly, fairly, and impartially, with the goal of achieving a satisfactory resolution for all parties involved.

Scope

This policy applies to learners, staff members, clients, and any other stakeholders who wish to lodge a complaint or appeal regarding any aspect of our training and assessment services.

Definitions:

Complaint: A complaint is an expression of dissatisfaction, whether justified or not, related to our training and assessment services or any other aspect of our operations.

Appeal: An appeal is a request for a formal review of a decision, assessment outcome, or any other determination made by Perth Traffic Training.

Lodging a Complaint or Appeal

Accessibility: We provide multiple channels for lodging complaints and appeals, ensuring they are accessible to all stakeholders. These channels include in-person, in writing (email or letter), and through our designated complaint/appeal submission form available on our website.

Timelines: Complaints and appeals should be lodged as soon as possible after the incident or decision in question, preferably within 30 calendar days. However, we acknowledge that extenuating circumstances may cause delays, and we will consider reasonable requests for late lodgement. Perth Traffic Training will deal with any student appeals against decisions including, assessment decisions, in an effective and timely manner, typically resolving all appeals within 60 days. Should the process exceed 60 days Perth Traffic Training will notify the complainant of reasons for doing so and provide regular updates.

Confidentiality and Privacy: We treat all complaints and appeals with strict confidentiality and respect the privacy of individuals involved. Information collected during the process will only be used for the purpose of resolving the complaint or appeal.

Complaints Handling Process

Informal Resolution: Whenever possible, we encourage complainants to first attempt to resolve their concerns informally by discussing the matter with the relevant staff member or supervisor involved.

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Formal Complaint Lodgement: If the complainant is not satisfied with the informal resolution or wishes to proceed directly with a formal complaint, they can lodge a written complaint using the designated complaint submission channels.

Complaint Assessment and Investigation: Upon receiving a formal complaint, we will assess and investigate the matter objectively and impartially. This may involve gathering relevant information, interviewing involved parties, and considering any supporting evidence or documentation.

Complaint Resolution: We strive to resolve complaints promptly and in a fair manner. Once the investigation is complete, we will communicate the outcome to the complainant, outlining any actions taken or proposed resolutions. If necessary, we will implement corrective measures to prevent similar issues from arising in the future.

Appeals Process

Appeal Lodgement: Individuals seeking to lodge an appeal must submit a written appeal, within 14 days of notification, clearly stating the grounds for the appeal and providing supporting evidence or documentation. Appeals should be directed to the designated contact person or email address specified by Perth Traffic Training.

Appeal Assessment and Review: Upon receiving an appeal, we will review the relevant information, assessment records, and any supporting documentation. Appeals will be assessed by an impartial and independent reviewer who was not involved in the initial decision or assessment.

Appeal Outcome: We will communicate the outcome of the appeal to the appellant, including the reasons for the decision. If the appeal is upheld, we will take appropriate actions to address the concerns raised and ensure a fair and just resolution.

Records and Documentation

All complaints and appeals, along with their respective outcomes, will be documented on the Complaints and Appeals register and maintained as per Clause 6.3 of the Standards for Registered Training Organisations (RTOs) 2015. Records will be retained securely and confidentially for the specified period.

Responsibility - Compliance Officer or appointed authorised representative.

Amendments

Date	Draft/Version No.	Changes	Person reviewing

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