



COMPLAINTS APPEALS AND GRIEVANCE POLICY AND PROCEDURE

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Purpose of document:	To provide guidance to all staff on compliance with complaints and appeals policies, procedures and processes.
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COMPLAINTS, GRIEVANCE AND APPEALS POLICY

1. As part of Aurora Training Institute's (ATI) commitment to providing a fair, safe and productive learning environment, VET students, employers, business partners, parents and guardians of VET students under 18 years of age, and individuals seeking to enrol, have the right to lodge a complaint or a grievance if they believe they have been treated in a manner which is likely to have an unreasonable negative impact on them.
2. Complaints will be managed equitably, fairly and in a confidential and timely manner. Every attempt will be made to ensure that complainants and respondents are protected from victimisation and discrimination in any of the stages described in the procedure.
3. Complaints may be of an academic or non-academic nature.
 - a. Academic complaints may relate to:
 - i. Student learning materials and resources
 - ii. Assessment tools, methods and processes
 - iii. Outcome of assessment processes
 - iv. Training delivery methods
 - v. Quality of training staff
 - b. Non-academic complaints may relate to:
 - i. Administrative processes
 - ii. Customer service-related issues
 - iii. Fees and charges
 - iv. Any other issues not directly related to training delivery and assessment
4. Informal processes will be used to resolve issues where possible and prior to initiating formal or external grievance processes.
5. A person raising a formal grievance has the right to lodge an appeal. VET students will have their enrolment maintained while the grievance procedure is ongoing.
6. Complainants and respondents to a grievance have the right to be accompanied or supported by a third party at any relevant meeting (including informal and formal) of the procedure.

Complaint Handling Roles and Responsibilities

Administration Officer

Acts as the first point of contact for any initial complaints. The Administration Officer is responsible for identifying the nature of the complaint and directing the complainant to the appropriate personnel. In cases involving a formal grievance, the Administration Officer will instruct the complainant to complete Aurora Training Institute's official *Complaint Form*.

Department Manager

Responsible for reviewing and registering the complaint. The Manager must propose a suitable resolution aimed at mitigating risks and preventing escalation.

If the Manager is unable to resolve the issue satisfactorily, the complaint should be escalated to the General Manager.

General Manager

Responsible for delivering a final resolution before the matter is escalated to an external authority such as the Ombudsman.

COMPLAINTS AND APPEALS PROCEDURE

(Academic and Non-Academic)

Stage 1: Informal Complaint

In the event of an informal complaint, the complainant is required to follow the procedures to ensure the issue is resolved.

- 1.1 If a complainant wishes to lodge a complaint, they should raise their concerns with the party or parties concerned as soon as possible.
- 1.2 The staff member who receives the complaint should determine, as far as possible, what is the nature of the complaint and what is it the complainant would like to achieve; they may wish, for example, simply to have their point of view heard; or they may wish to take the complaint further.
- 1.3 If the complainant feels unable to approach the individual/s concerned directly or are not satisfied with the initial response to their grievance, they should then take their complaint to the next, more formal level.

Stage 2: Formal grievance

- 2.1 Where an informal complaint cannot be resolved, the complainant must bring the matter to the attention of;
 - their trainer, or
 - the Aurora administration staff, or
 - the Aurora training manager
- 2.2 The complainant is required to lodge their grievance in writing using the "Complaint Form" which will be made available upon request from Aurora administration staff.

The complainant must;

- a) Fill out all required details in the form and attach any relevant documentation.
 - b) Submit the form to ATI via the contact email or postal address provided on the form.
- 2.3 Aurora will acknowledge receipt of the complaint within three (3) business days.
 - 2.4 All internal investigations of complaints, reviews and appeals are provided at no cost to the complainant.

Stage 3: Internal review

Investigation of the complaint or grievance

- 3.1 Upon receiving the complainant's completed Complaint Form, Aurora staff will initiate an investigation process.
- 3.2 Where necessary, a meeting between complainant and any other stakeholders involved will be arranged to endeavour to resolve the matter.
- 3.3 Where such a meeting takes place, ATI agrees that the complainant may be accompanied and assisted by a third party.
- 3.4 Where the matter cannot be resolved by relevant staff member, the company Chief Executive Officer may be asked to assist in the resolution process.
- 3.5 A written response will be provided within 21 working days from receipt of the complaint to advise of the progress or outcome of the complaint. If the matter is not yet fully resolved, then a final response must be provided within a maximum timeframe of 60 days from time of initial complaint.
- 3.6 A written statement documenting the outcome of the complaint including the details of the reasons for the outcome will be provided to the complainant and kept on record for continuous improvement processes.

ATI seeks to prevent appeals by ensuring clients are satisfied with the training and assessment process. All staff are expected to be fair, courteous and helpful in all dealing with clients. Should a complaint be made, this will be treated seriously, investigated thoroughly and dealt with according to the merit of the complaint.

Stage 4: Appeals and external review

Should a complainant not agree with the complaint resolution, an appeal may be lodged.

- 4.1 If the aggrieved party is dissatisfied with the resolution, they have the right to appeal. Appeals must be made within twenty-one (21) days of receiving the complaint resolution in writing via e-mail and addressed to appeals@aurora.edu.au. The circumstances of any appeal are analysed by an independent senior manager of ATI (this person will have no previous connection or involvement with the original complaint). A written statement documenting the outcome including the reasons for the decision of the appeal will be provided to the complainant within five (5) working days of receipt of the appeal.
- 4.2 Should the complainant continue to be dissatisfied with the outcome of a complaint and appeal they may request that matter be referred to an external dispute resolution process by a body appointed for this purpose.
complainants may contact them directly and the details for the external body are;
Queensland Training Ombudsman PO Box 15090 City East QLD 4002 Free call: 1800 773 048 (calls from mobile phones may attract charges) Website : www.trainingombudsman.qld.gov.au Email: info@qto.qld.gov.au
- 4.3 The process of external dispute resolution may have associated costs, and it is recommended that complainants inquire about this liability prior to progressing to this stage.

4.4 Upon resolution, ATI will take the necessary steps to implement any recommendations arising from the external dispute resolution process within thirty (30) working days.

Stage 5: Record keeping

5.1 A full and detailed record of the complaint process, including all documentation and meeting minutes will be kept on the relevant complainant's file. Documented records are maintained by ATI for a period of no less than five (5) years.

5.2 Records can be accessed by the complainant by written request

5.3 All complainant records are confidential and private.

Stage 6: Publication

ATI's complaints, grievance and appeals policies and procedures is made available and published by way of:

6.1 ATI's Student handbook

6.2 ATI's website: www.aurora.edu.au