



QA-POL-0015 – AIICT Complaints & Appeals Policy

1. Purpose

This policy is provided on behalf of the RTO, Everthought College of Construction (ECOC) trading as Australian Institute of ICT (AIICT) and is based on providing and maintaining training services that are fair and reasonable and provide a process where issues or inadequacies can be resolved. This policy and its accompanying process provides adequate opportunity for complaints and appeals to be forwarded to AIICT management in a timely, confidential and sensitive manner.

2. Policy Statement

This complaints and appeals policy:

- a) Ensures the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process
- b) Are publicly available via the AIICT website: Training Manager
- c) Ensures complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable
- d) Provides for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

Complaints and appeals and their outcomes are recorded, securely maintained, acknowledged and dealt with fairly, efficiently and effectively.

Where potential causes of complaints and appeals are identified, AIICT takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

At AIICT the Training Manager is appointed as the Complaints Resolution Officer

3. Policy Principles

The principles that apply to Complaints and Appeals and will be adhered to by AIICT staff, are:

- The complaint and appeal will be dealt with promptly, but the length of time involved may vary in accordance with the complexities of the case. Under normal circumstances the Complainant/Appellant can expect at least a provisional written response within 10 working days of presenting their complaint or appeal. If resolution takes longer, the Complainant/Appellant will be kept informed in writing on the progress of the case.
- Where AIICT considers more than 60 calendar days are required to process and finalise the complaint or appeal, we will inform the Complainant/Appellant in writing, including why more than 60 days are required, and maintain regular contact with the Complainant/Appellant on progress.

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- The Complainant/Appellant and any respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant/Appellant and any respondent will be informed of the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The Complainant/Appellant and any respondent will not be discriminated against or victimised.
- Discussions relating to complaints and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions will be provided to the Complainant/Appellant and/or any respondent if requested.

4. AIICT Responsibilities

Each manager is responsible for implementation of this policy and ensuring that all staff are trained in its operation and students are made aware of its availability.

5. Records Management

Records of all complaints/appeals will be kept for a period of five years and will be kept strictly confidential. All complaints/appeals must be documented on the AIICT Complaint/Appeal Register and reported to the AIICT Training Manager.

Identified Improvement Action items are to be reported to the AIICT Training Manager.

6. Supporting Documents

- [QA-PRO-0016 AIICT Complaints and Appeals Procedure](#)
- [QA-REG-0018 AIICT Continuous Improvement Register](#)
- [QA-FRM-0020 AIICT Complaints and Appeals Form](#)
- [QA-REG-0021 AIICT Complaints and Appeals Register](#)

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