

COMPLAINTS POLICY

1. PURPOSE

This policy outlines VETASSESS' approach to responding to complaints from customers who have applied for a Vocational Education and Training (VET) service.

Our policy adheres to applicable Australian government legal requirements, standards and guidelines.

2. SCOPE

This policy applies to customers for the following services:

- Vocational Education and Training including applications for Recognition of Prior Learning (RPL), Temporary Skill Shortage (TSS) Program, and the Offshore Skills Assessment Program (OSAP) and Australian Technical Competency Statement (ATCS) Assessments.

3. POLICY STATEMENT

- 3.1 The policy is based on the principles of natural justice and procedural fairness. We will ensure complaints are recorded, acknowledged, and dealt with fairly, efficiently and effectively. Any concerns from customers will be dealt with in an equitable and impartial manner, respecting all privacy and confidentiality matters.
- 3.2 Complaints can be made verbally (via telephone or face-to-face) or in writing (email).
- 3.3 Customers can make a complaint regarding any aspect of their experience, including the assessment process and the assessment outcome, VETASSESS staff member, other applicants, VETASSESS facilities including third party facilities, providing the grounds for making the complaint are reasonable.
- 3.4 Complaints will be acknowledged in writing and responded to within 10 business days from the date the complaint was received. In some cases, additional time may be required for more complex complaints.
- 3.5 Where more than 10 business days are required to process and finalise the complaint, the complainant will be informed in writing, including reasons why more than 10 business days are required.
- 3.6 Complaints which highlight recurring issues in process or management of complaints will be analysed for root cause
- 3.7 All complaints will be reviewed, analysed, and escalated to senior management for attention.
- 3.8 The process for making a complaint is outlined in Appendix 1.

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4. DEFINITIONS

Complaint	Any genuine expression of dissatisfaction or concern about a service, staff member, or product
Principles of Natural Justice	These principles allow the appellant to tell their side of the story without bias. They grant the applicant's right to be heard and the right to a fair and impartial appeal process.
Procedural Fairness	Procedural Fairness requires VETASSESS to respond to a request for appeal without undue delay and in a fair and equitable manner.

5. ROLES AND RESPONSIBILITY

Who	Responsibility
Executive Director	Ultimate accountability for this policy rests with the Executive Director.
Head, Vocational Education and Training (VET)	The Head, Vocational Education and Trades (VET) is responsible for implementing and disseminating this policy. It is the responsibility of the Head of Vocational Education and Training, or their delegate, to investigate, respond to, and take appropriate action when a complaint is received.
VET Compliance Coordinator	The VET Compliance Coordinator is responsible for the development, review, and monitoring of this policy.

6. APPENDICES

Appendix 1 – Complaints Process, VET Services.

7. APPROVALS AND REVIEW DETAILS

Document title	P-03-VET-Complaints Policy
Approved by	Executive Director
Date of review	04 April 2023

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Reviewed by	VET Compliance Coordinator	
Related policies and procedures	P-02-VET-Assessment Policy P-01-VET-Appeals Policy	
Related legislation or references	Standards for Registered Training Organisations (RTO) 2015	
Version	Notes/Changes	Date Approved
1.0	New Policy	July 2021
1.1	Included RPL Complaints content	September 2021
1.2	Updated Policy template and Policy Statement	February 2023
1.3	Update Policy statement 3.3 to include complaints about staff, assessors, third parties providing services on behalf of VETASSESS or another applicant. Update Head of VET title error.	March 2023

Appendix 1 – Complaints Process, VET Services

1 Lodge a complaint	Contact VETASSESS and submit your complaint through the Online Feedback Form on our website. Alternatively, you can contact us by phone +61 3 9655 4801 , or speak to someone at our Office
2 Acknowledgement	VETASSESS will acknowledge your complaint within two working days .
3 Investigation	VETASSESS will investigate the circumstances around your complaint. You may be contacted for further information at this point.

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<p>4 Response</p>	<p>VETASSESS will respond to your complaint in writing within 10 working days.</p>
<p>5 External case review</p>	<p>To begin an external case review, you need to become a member of Resolution Institute, which will then allow access to their mediation, arbitration, and negotiation services. VETASSESS will work with Resolution Institute to ensure all disputes are resolved as quickly as possible.</p> <p>If the external case review process supports your case, VETASSESS will immediately implement any decision and/or action required and advise in writing of the outcomes. If the case review is upheld, then you will be given a written explanation including the reasons for that decision.</p> <p>The external case review will be conducted in accordance with the external parties' policies and procedures. See the contact details below for Resolution Institute.</p> <p>Contact Details</p> <p>Resolution Institute Suite 602, Level 6 Tower B, Zenith Centre 821-843 Pacific Highway Chatswood 2067 NSW Phone: (02) 9251 3366 or free call 1800 651 650 Email: infoaus@resolution.institute Website: www.resolution.institute</p> <p>VETASSESS complaints and appeals process does not remove the participants' right to take further action under Australia's Consumer Protection Laws. This dispute resolution process does not circumscribe the participants' right to pursue other legal remedies through the usual court processes if they feel unsatisfied with the internal or external Complaints and Appeals process of VETASSESS.</p>