

Complaints, Appeals and Management

Last Updated:

28 September 2021

Director Approval:

Lisa Materano (original signed)

This policy covers standards 6.1, 6.2

Purpose :

1. To clearly outline the actions that are available to students, staff, other clients and industry stakeholders who have a complaint relating to any of the actions, products and/or services provided by Blended Learning International.
2. To ensure that complaints are dealt with in an efficient and effective manner by clearly identifying the procedure for raising a complaint.
3. Where Blended Learning International staff are unable to resolve a complaint to the complainant's satisfaction, to identify further avenues for resolution.

Scope:

- Students
- Trainers / Facilitators
- Administration Officers
- Blended Learning International Directors

Blended Learning International take complaints and appeals from its stakeholders seriously. Blended Learning International follows a complaints and appeals process to provide a clear understanding of the steps involved to ensure all complaints and appeals are handled professionally and confidentially to achieve a speedy resolution.

The Complaints and Appeals process is open to all stakeholders. A complaint may be received about, but not limited to;

- Blended Learning International's conduct
- Blended Learning International's trainers and assessors and other staff.
- a third-party providing services on Blended Learning International's behalf, its trainers, assessors or other staff; or
- a student of the RTO.

An appeal may be received about a decision, including an assessment decision, made by Blended Learning International or a third-party providing services on their behalf.

All students will be provided with a copy of the Complaints and Appeals Policy and Process via the student VET handbook to ensure:

- all parties have a clear understanding of the steps involved in the Complaints and Appeals Policy
- students are provided with details of external authorities if required
- all complaints and appeals are managed fairly and equitably and as efficiently as possible

Blended Learning International will encourage the parties to approach a complaint or appeal with an open view and to attempt to resolve problems through discussion and conciliation.

A complaint or appeal must be submitted in writing on the Complaints and Appeals Form. Blended Learning International will act on and begin investigating each complaint or appeal within 10 working days.

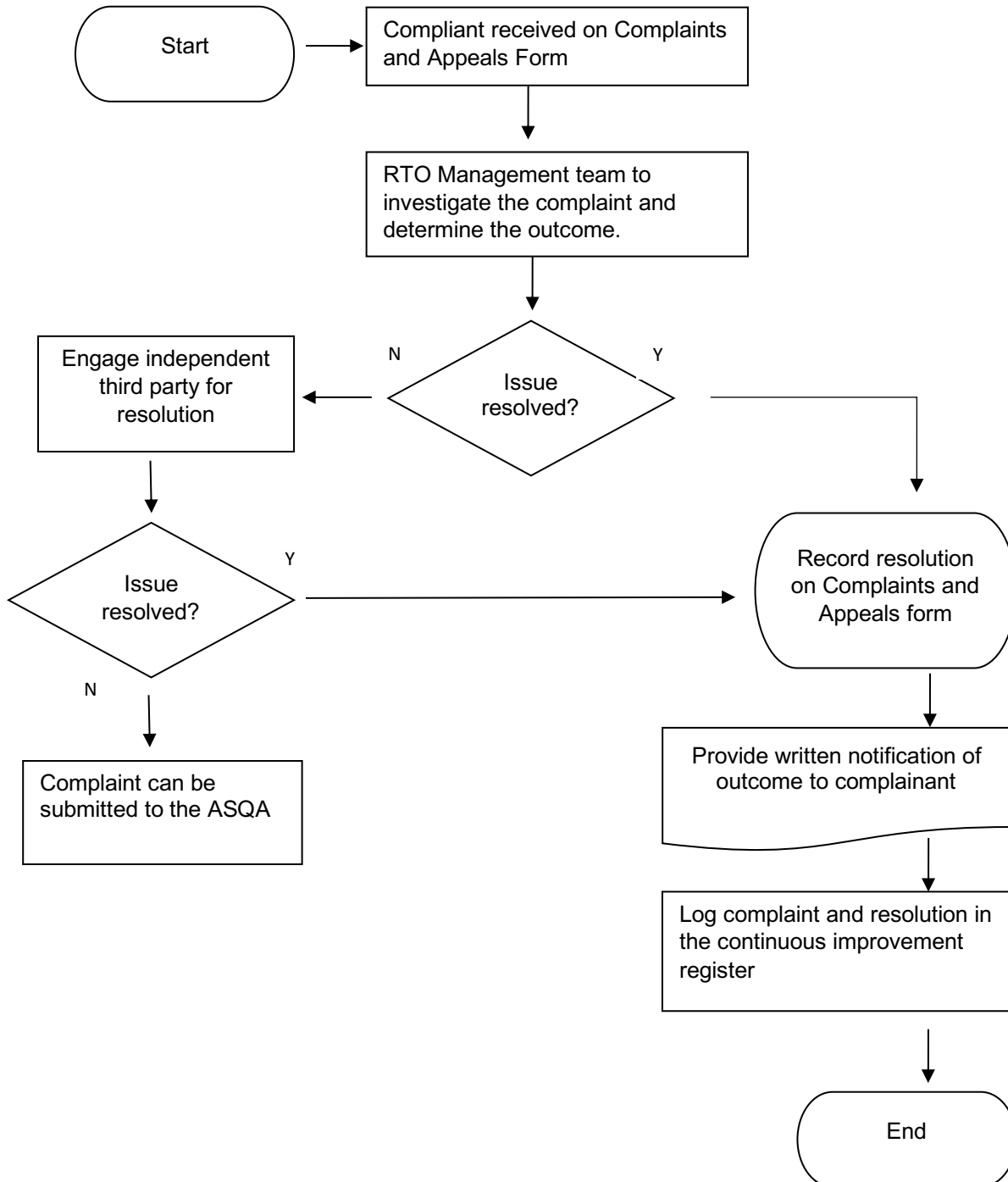
Each complainant/appellant will have an opportunity to formally present his or her case and be represented by a third party. Each complainant/appellant will be provided with a written statement of the outcome including reasons for the decision reached within 60 calendar days of the complaint/appeal being made. If Blended Learning International needs more time to resolve the issue, Blended Learning International will write to the complainant/appellant and explain why.

If after exhausting Blended Learning International complaints and appeals process an complainant/appellant is still not satisfied with the outcome Blended Learning International will engage a third party mediator. The cost is to be split 50/50 by Blended Learning International and the complainant/appellant.

If complainant/appellant is still not satisfied with the independent third-party mediator, the complaint can be lodged with the ASQA.

Each complaint or appeal and its outcome will be recorded in writing, discussed at Blended Learning International's management meeting and filed in the continuous improvement register.

Complaints Process



Appeals Process

