
ABC Training and Consulting Complaints & Appeals Policy

Policy

ABC Training and Consulting is committed to providing students, staff and stakeholders the best possible environment in which to study or work. In such instances ABC Training and Consulting invites feedback from a dissatisfied party so that a resolution can be found. ABC Training and Consulting will address any complaint or appeal raised in a constructive and timely manner.

Every attempt will be made to resolve complaints and appeals through consultation, cooperation and discussion. All complaints and appeals will be viewed by ABC Training and Consulting as an opportunity to improve.

Procedure

A complaint can be processed to ABC Training and Consulting either verbally, written documentation or electronically with no cost.

Stage 1: Once a complaint or appeal is received, ABC Training and Consulting will acknowledge receipt within seven working days of the lodgement of the complaint or appeal. ABC Training and Consulting will maintain a complaints and appeals register to be used to record the details of the complaint or appeal and to maintain a journal of events during the process. A response must be provided to the complainant within thirty days of the lodgement of the complaint

Stage 2: If the complaint or appeal cannot be resolved immediately, the complainant will be asked to complete a Complaints Form or a Request for Appeals Form which can be obtained from ABC Training and Consulting. The complainant will be informed via a written response outlining the reasons for the outcome.

Stage 3: Complaints must be resolved to a final outcome within sixty days of the lodgement of the complaint been initially received. Where ABC Training and Consulting consider more than sixty calendar days are required to process and finalise the complaint, the CEO will inform the complainant in writing outlining the reasons for doing so.

Stage 4 If the Director cannot find a resolution, the matter will be referred to a complaint and appeal panel consisting of:

- The company representative
- A director of ABC Training and Consulting
- The complainant (and legal guardian if relevant)
- An adviser for the aggrieved party

ABC Training and Consulting shall maintain all relevant paperwork of the complaint or appeal during the process unless otherwise directed by a regulatory authority.

Any records relating to a complaint or an appeal are stored securely to prevent unauthorised access.

Decisions or outcomes of a complaint or appeal that is found to be in favour of the complainant shall be implemented immediately and the complainant informed in writing.

ABC Training and Consulting adopts the principle of natural justice and procedural fairness by informing all parties involved in the allegations in order to find a fair and suitable outcome for all.

When a resolution has been achieved, the complainant will receive a written response within 7 working days outlining the reasons for the outcome.

ABC Training and Consulting will ensure that their decisions are in line with all relevant Legislative Acts which govern the employment of staff. If staff feel they have been unfairly treated, they may consult with the relevant Government Department.

ABC Training and Consulting provides the opportunity for any persons making a complaint who are not happy with the outcome to formally appeal the decision via a Request for Appeal Form and send it through to info@abiconsulting.edu.au . If a resolution is not reached, appeals can be referred to your registering body

Review by external agency

Where the appellant is not satisfied with the handling of the matter by ABC Training and Consulting, they are to have the opportunity for a body that is independent of Face to Face Training Services to review his or her appeal following the internal completion of the appeals process. In these circumstances, the ABC Training and Consulting

Chief Executive Officer will advise of an appropriate party independent of ABC Training and Consulting to review the appeal (and its subsequent handling) and provide advice to ABC Training and Consulting in regard to the recommended outcomes. This advice is to be accepted as final and advised to the appellant in writing.

If the appellant is seeking a refund of their tuition fees based on an unfavourable outcome, this may be considered by the Chief Executive Officer on its merits. If the Chief Executive Officer does not approve a refund and considers that ABC Training and Consulting has dealt with the matter appropriately, the student is to be advised of the opportunity to refer the matter to the Office of Fair Trading in relation to their dispute over the requested refund.

ABC Training and Consulting considers that it would be extremely unlikely that appeals are not able to be resolved quickly within ABC Training and Consulting internal arrangements.

However, Students who are not satisfied with the process applied by ABC Training and Consulting may refer their grievance to the following external agencies:

Unresolved appeals of a decision may be referred to the Australian Skills Quality Authority - ASQA Online Complaint Form [click here](#). Students are to be advised that ASQA will require the student to have exhausted all avenues through ABC Training and Consulting internal complaints handling procedure before taking this option.