

Complaints, Grievances and Appeals Policy

GET Education Australia Pty Ltd

RTO Number 31401

PURPOSE

GET Education Australia is committed to providing a fulfilling learning experience that enables students to not only achieve their education potential, but to provide additional services that will enable the students to become job-ready.

The College provides the student with appropriate mechanisms for communicating grievances, complaints and appeals and having these addressed appropriately.

Complaints and grievances arise when a student is dissatisfied with any aspect of GET Education Australia and requires action to be taken to resolve the matter.

Appeals arise when a student is not satisfied with a decision or outcome by GET Education Australia. Appeals can relate to assessment decisions, but they may also relate to other decisions made by GET Education Australia.

SCOPE

This policy applies to all current and previously enrolled students of GET Education Australia.

All complaints, grievances and appeals are treated professionally and confidentially. GET Education Australia ensures all complaints are dealt with in a fair, equitable, responsive and accountable manner.

All grievances will be reviewed and a decision provided within five (5) business days of receiving the grievance.

All complaints and appeals will be reviewed and a decision communicated in writing within fifteen (15) business days of receiving the written complaint or appeal.

GET Education Australia keeps a Quality Notification Register which documents all complaints, grievances and appeals; as well as their resolution. Outcomes and recommendations from complaints, grievances and appeals will feed into the RTO's continuous improvement processes.

LEGISLATIVE CONTEXT

[Standards for Registered Training Organisations \(RTOs\) 2015](#)

[National Vocational Education and Training Regulator Act 2011](#)

[Privacy Act 1988](#)

[Higher Education Support Act 2003](#)

[Australian Privacy Principles](#)

POLICY STATEMENT

1. STUDENT COMPLAINTS AND GRIEVANCES

There are three (3) types of complaints/grievances within the scope of this policy:

(1) Complaints/grievances of an academic nature:

- ☞ (For example): complaints/grievances about course material, the training methods and progression, and assessment decisions carried out from GET Education Australia. (Note that students may send through an appeal rather than a complaint against an assessment decision.

(2) Complaints/grievances of a non-academic nature:

- [For example]: complaints/grievances about a person (GET Education Australia representative) or third party representing or affiliated with GET Education Australia or another student(s).
- Complaints/grievances received that constitute a breach of Australian law (e.g. theft; assault) may result in referring the matter onto the authorities after an investigation has taken place.

(3) Complaints/grievances about administration, process, and/or access and equity.

This policy is available to students on the [GET Education Australia website](#).

Prior to submitting a complaint, students are encouraged to seek resolution to their grievance with the RTO informally (e.g. in conversation).

GRIEVANCES.

The College encourages its learners to discuss their grievances with its staff before lodging a complaint.

All grievances will be heard and a decision provided within five (5) business days. If the grievance is received in writing, it will be responded to in writing. Where the grievance was received verbally, the RTO will ensure that notes are kept within the Student Management System.

Should the student be dissatisfied with this response and wish to escalate their grievance to a complaint, they are able to lodge a written complaint.

COMPLAINTS.

Complaints are to be lodged on the Complaint Form (available on the website) or may be communicated via email to admin@get.edu.au

GET Education Australia does not charge fees to submit a complaint.

The following information should be included with all complaints on the Complaint Form/email:

- A description of the complaint; which should include at least:
 - Date, time and place of the event(s).
 - The person(s) involved.
 - Background information of the event(s).
- Steps that have been taken to address the issue.
- What outcome(s) the complainant would like to achieve through the complaint process.

Note that where the complainant does not record what outcome they would like from the complaint, GET Education Australia will ensure that their complaint is acknowledged and that their feedback is taken on board for continuous improvement purposes. Unless the College believes that any of the allegations made in the complaint require a response; the complaint will be closed without further communication with the complainant.

The completed form or email should be forwarded onto admin@get.edu.au

Received complaints will be internally investigated and a decision communicated in writing within fifteen (15) business days of receiving the written complaint. The response will include the reason(s) that determined the outcome of the complaint, and will also inform the complainant that there is an appeal process.

Note that in the event that an external investigation is being undertaken; the fifteen (15) day time period may not apply.

GET Education Australia will update the Quality Notification Register with any updates/communications made between the RTO, the complainant, and any other party involved with the process.

Records of these communications are to be entered into the student's training record in the Student Management System.

The Complainant may request and be granted access to these records. (Refer to GET Education Australia Privacy Policy.

If dissatisfied with the outcome of their complaint, the complainant may wish to commence the appeal process. Students are to advise the RTO within five (5) business days of receiving their complaint outcome of their intentions to accept the decision or escalate to the appeal process.

2. REGULATOR/DEPARTMENT OF EDUCATION AND TRAINING/OMBUDSMAN COMPLAINTS

COMPLAINTS RAISED TO/FROM THE REGULATOR/DEPARTMENT OF EDUCATION AND TRAINING/ OMBUDSMAN

Should a student/industry body/client/other external party be dissatisfied with any aspect of GET Education Australia; they may lodge a complaint to the Regulator, Department of Education and Training, or Ombudsman (where applicable).

The student/industry body/client/other external party may be instructed to commence the RTO'S complaints process in the first instance before they investigate the complaint.

The Regulator, Department of Education and Training, or Ombudsman may contact GET Education Australia in response to any complaints received about the RTO.

Where this occurs, GET Education Australia will investigate the complaint based on the information provided within any communicated timeframes; and will accept the complaint outcome determined by the relevant authority.

3. CORPORATE CLIENT COMPLAINTS

Clients may lodge a complaint where they are dissatisfied with a service that GET Education Australia is providing. This may include, but is not limited to:

- Not meeting the terms of a training agreement.
- Unsatisfactory/poor student or client service.
- Unacceptable behaviour or attitude of GET Education Australia representative(s).
- In response to their own internal complaints processes, where an employee has lodged a complaint against the RTO to the client.

4. THIRD PARTY COMPLAINTS

GET Education Australia enters into written agreements with persons/organisations deemed as a 'third party' under the Standards for Registered Training Organisations (RTOs) 2015. This written agreement and any subsequent training provided by the RTO outlines the responsibilities that the third party has to the Standards for Registered Training Organisations (RTOs) 2015 and that their actions and operations must adhere to our compliance requirements.

- 4.1 Under the Standards for Registered Training Organisations (RTOs) 2015; GET Education Australia is responsible for all actions/operations undertaken by its third parties.
- 4.2 All third parties are made aware that in the event of a complaint made by a student or the Regulator that they may be called upon to provide evidence and may be contacted directly by the Regulator.
- 4.3 Third parties will typically have their own process for documenting and dealing with complaints, grievances and appeals.
- 4.4 Third parties conducting training and assessment services on behalf of the RTO are to follow GET Education Australia processes.

5. PRIVACY COMPLAINTS

Refer to the GET Education Australia Privacy Policy

6. APPEALS

The College has two main appeal forms for students to use depending upon the nature of their appeal.

The Assessment Appeal Form:

Appeal against an assessment/competency decision by a Trainer/Assessor.

The Appeal Form:

Appeal against a process or other decision regarding enrolment, cancellation or variation of enrolment status.

Appeal against a previously closed complaint or against the outcome of a complaint

GET Education Australia has a three (3) step appeal process that students may elect to follow. This process must be followed in sequential order. Should the student forgo third party resolution (item 2) , and move onto item 3, they will no longer have the opportunity for a third party to review their appeal.

- (1) The student lodges an appeal to the RTO which is internally reviewed and a response provided. Students should always lodge an appeal to the RTO in the first instance.
- (2) Third party resolution is instigated where a student is not satisfied with the appeal outcome. The external party reviews the appeal and provides a response to the student and GET Education Australia.
- (3) The student lodges a complaint to a Regulator, Department of Education and Training, or relevant Ombudsman should they be unsatisfied with the outcome from the appeal and/or from the third party resolution.

INTERNAL APPEAL.

The student will be given the opportunity to formally present their case to the RTO. All formal appeals should be lodged by sending either a completed Appeal Form or Assessment Appeal Form to admin@get.edu.au both documents are available on the website.

There is no cost to a student to lodge an internal appeal.

Appeal Form. The following information should be included on the form by the student:

- Description of the appeal.
- Steps that have been taken to address the issue.
- What the student would like to occur to fix the issue and prevent it from happening again.
- Whether the student wishes to formally present their case.

- The unit(s) of competency that the student is lodging the appeal against.
- The Trainer/Assessor that marked the assessment.
- The first and resubmission assessment dates.
- Full details of the appeal.
- A list of any documents/attachments submitted with the Assessment Appeal Form.

If lodging an appeal against an assessment decision, the appellant is not to submit additional evidence to support their competence. The assessment decision will be reviewed against the evidence previously submitted.

Received appeals will be internally reviewed and a decision communicated in writing (including reasons) within fifteen (15) business days of receiving the written appeal. The College will ensure that the appeal is reviewed by an independent senior staff member or an internal committee with the appropriate level of expertise. Assessment appeals will be reviewed by an appropriately qualified Assessor(s). Should the issue not be resolved to the student's satisfaction after internal review, the College will make arrangements for an independent external person to resolve the issue where the student has requested escalation of their appeal.

Students are to advise the College within five (5) business days of receiving their appeal outcome of their intentions to accept the decision or escalate the appeal process.

THIRD PARTY RESOLUTION.

In the event that an external review is being undertaken by a third party; the fifteen (15) day time period may not apply.

Students under the Certificate 3 Guarantee, Higher Level Skills, and fee-for-service may incur a cost for third party resolution.

Should the issue not be resolved to the student's satisfaction after third party resolution, they will be required to further their issue to the relevant authority.

ESCALATION TO A REGULATOR, DEPARTMENT OF EDUCATION AND TRAINING OR OMBUDSMAN.

The final stage of the appeal process is for the student to raise a complaint to a Regulator, Department of Education and Training, or Ombudsman.

The College will fully cooperate with the process undertaken by the relevant authority.

7. CONTINUOUS IMPROVEMENT

The RTO is committed to the continuous improvement of every aspect of its operation as a Registered Training Organisation.

The College uses outcomes and recommendations from internally and externally-reviewed complaints, grievances, and appeals to continually improve upon its processes and practices.

Outcomes from the assessment appeal process will be reviewed as a part of the validation process.

8. COMPLAINT/APPEAL RECORDKEEPING

GET Education Australia will update the Quality Notification Register with any updates/communications made between the RTO, the complainant/appellant, and any other party involved; as well as the outcome of a complaint, grievance or appeal.

All complaints, grievances and appeals are to be recorded on the company's internal register – the Quality Notification Register for a period of five (5) years. Access to this register is limited to senior staff members.

9. ACCESS TO COMPLAINT/APPEAL INFORMATION

The College will provide access to records to all parties involved with the complaint, grievance and/or appeal process being undertaken.

The College will not distribute complaint, grievance and/or appeal records to those that are not a part of the process unless written consent is obtained by the appellant/complainant.

11. DEFINITIONS

Grievance – a constructive conversation or communication between the RTO and a student/client/third party where resolution may be reached without escalating the issue. A grievance may or may not have been received in writing.

Complaint – is a written complaint that outlines the history of the dissatisfaction with a service or process provided by GET Education Australia seeking to be resolved.

Appeal – dissatisfaction with a decision made by GET Education Australia.

Third party – means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.

