



COMPLAINTS AND APPEALS POLICY AND ASSOCIATED PROCEDURES

This policy and associated procedures outline National Property Education of Australia's approach to managing complaints and Appeals. This is to ensure that complaints are handled in a transparent way, as well as fairly, efficiently and effectively.

This policy and associated procedures meet the requirements of Standard 2.7 and 2.8 the Outcome Standards for RTOs,

Policy Statements

APPROACH

Complaints may be made against National Property Education of Australia, its trainers and assessors and other staff, a learner of National Property Education of Australia, as well as any third party providing services on behalf of National Property Education of Australia including education agents.

Complaints can be in relation to any aspect of National Property Education of Australia's services provided. Appeals can be made in respect of any decision made by National Property Education of Australia. An appeal is a request for National Property Education of Australia decision to be reviewed in relation to a matter, including assessment appeals.

In managing complaints, National Property Education of Australia will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process. This means reviewing each complaint or appeal in an objective and consistent manner.

Complaints and Appeals Process

Complaints and appeals are to be made as follows:

- Submit complaint or appeal in writing using the complaints and appeals form.
- Submit complaint within 30 calendar days of the incident or in the case of an appeal within 30 calendar days of the decision being made.



Response to Complaints and Appeals

- The complaint or appeal will be acknowledged in writing within 3 working days of receipt.
- Review of the complaint or appeal will commence within 5 working days of receiving the complaints.
- Complaints and appeals will be finalised as soon as practicable or within 30 calendar days.
- Where the complaint or appeal is complex and is expected to take more than 60 calendar days to process, National Property Education of Australia will write to inform the complainant or appellant of this including the reasons for such. Following this update, regular updates will be provided of progress.
- The outcomes of the complaints and appeals process will be communicated in writing to the person making the complaint or appeals. This will also include the reasons for the outcome.

Procedures

- Process Complaints and Appeals
 - File the complaints and appeals form received.
 - Send out an acknowledgement within 3 working days.
 - Record details on the complaints and appeals register.
 - Investigate and resolve complaints within 30 days or provide updates if longer.
- Organise External Appeals:
 - Cooperate with mediator requirements.
 - Implement decisions immediately and inform students.

External Bodies

External Complaints Can Be Made to the following bodies:

National Training Complaints Hotline: Phone: 13 38 73, Email: ntch@education.gov.au

ASQA: <https://asqaportal.asqa.gov.au/Make-a-Report/?From=tip-off>

Overseas Student Ombudsman: <https://www.ombudsman.gov.au/complaints/international-student-complaints>



RESPONSIBILITIES

Role

Responsibility

CEO

Investigating complaints and appeals; making decisions about complaints and appeals in conjunction with others.

RTO Manager

Investigating complaints and appeals; making decisions about complaints and appeals in conjunction with others; facilitating external decisions.

Administration and Student Support Officer

Processing complaints and appeals forms; filing all documentation.

