

Policy Statement

To meet the Standards for RTOs 2015 (v2.2 2019) this policy addresses Standard 6 which requires that Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

Purpose

The purpose of this policy is to outline formal transparent complaints and appeals processes for students and learners, to understand their rights and the RTOs responsibilities.

Responsibility

This policy applies to Students, Learners, trainers, assessors within first, second or third-party arrangements.

Definitions

Appeal	A request to review a decision that has previously been made. Appeals can be made for any part of a client’s involvement with CTI.
Complaint	A stakeholder’s expression of dissatisfaction with any service provided by CTI
SRTO	Standards for Registered Training Organisations 2015 V2.2 Oct 2019

Statement of policy

CTI creates an environment where views are valued and constructive feedback welcomed. Students will be informed of CTI’s complaints and appeals handling mechanism as well as general feedback mechanisms at enrolment and/or induction.

Students who enrol online into pre-accredited programs are directed to the policy on CTI’s website. The policy can be accessed at all times via the website. A student who has a complaint has the right to raise the complaint and expect that every effort will be made to resolve it in accordance with this policy and its accompanying procedures, without prejudice or fear of reprisal or victimisation.

Resolving complaints at the earliest opportunity and in a way that respects the person’s feedback, is important to preventing any further escalation.

A complaint should be made and lodged in writing within 6 months of the date of the circumstances giving rise to the complaint. In the case of a complaint about a training course that has finished, a complaint should be made and lodged in writing, within 6 months after completion of the course. Any legislation which creates complaint rights after this date may, at CTI’s discretion be dealt with under this policy as allowed, or as per the requirements of the relevant legislation.

CTI will consider the specific needs of individuals who experience barriers to making a written complaint. In some instances for example, a formal verbal complaint may be considered where English language / literacy is a major barrier or disability or child.

CTI will manage all complaints as fairly, effectively and efficiently as possible and to the level warranted by the complaint/ allegation. CTI will encourage the parties to approach the complaint with an open mind and to resolve problems through discussion and conciliation. CTI will take action to deal with identified causes of complaints and will then monitor and improve systems and operations as required.

Where a complaint cannot be resolved through discussion and/or conciliation, CTI acknowledges there may be a need for an appropriate external and independent person to mediate between the parties. In this event, the parties will be given the opportunity to formally present their case to the independent person.

As far as practicable, confidentiality will be maintained throughout the process of making and resolving complaints. CTI seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning or work environment as soon as possible. In some cases, the person or body against whom a complaint has been lodged will be able to identify the complainant from the substance and/or the circumstances described in the complaint. In other cases, the complainant's identity will need to be disclosed to allow them the opportunity to respond to any allegations. In such instances, CTI advise the complainant that it may not be practicable to maintain confidentiality prior to taking any action.

The Board of Directors (Board) is also guided by the grievance processes outlined in this policy and will need to be involved in any complaints/allegations against the CEO.

Guiding Principles

- CTI is committed to child safety principles and has a no tolerance approach to child abuse. Any allegations in relation to child safety will be investigated according to the requirements of the legislation and/ or CTI's Child safety and Wellbeing Policy & Procedure.
- Complainants have the right to have complaints and appeals resolved promptly as per principles above;
- All parties should participate in the complaint resolution process in good faith and cooperate fully in any investigation process;
- Complainants should avoid complaining about the same matter to several different individuals at the same time which may affect the quality of the process;
- Complainants should avoid making complaints or counter-complaints with a mischievous or malicious intent; and,
- If criminal conduct has been alleged, the matter will be referred to the Police.

In general, it is expected that written complaints will be brought to the attention of the RTO Manager. All complaints must be submitted initially via the online complaints & appeals form be recorded in the Complaint Register. The online form will be submitted to the studentsupport@ctitraining.com.au email which is monitored daily.

Complainants will receive advice of the outcome of their complaint as per procedures below. The outcome will be in keeping with the seriousness of the incident which was the basis of the complaint, and will be applied consistently across the organisation.

Some possible outcomes of a complaint could include (but are not limited to):

- increased understanding of a situation is reached so that concerns are resolved.
- improvement to CTI's operational practices and/or systems.
- mutually acceptable resolution reached through conciliation or mediation.
- an apology received, and/or the issue or behaviour that was the basis of the complaint modified.
- formal disciplinary action in line with appropriate industrial instruments and/or disciplinary matters.
- in some cases, where the complaint cannot be substantiated, no further action will be taken; and,
- CTI may decline to investigate if the complaint is frivolous, vexatious, misconceived or lacking in substance.

Depending on the seriousness of the complaint, the CEO (or delegate) will keep the President and/or executive of the Board informed throughout the process.

(Please note: For child safe related complaints please follow the Child Safety Reporting Procedure.)

Procedure for handling complaints and appeals by Students

If a student has a complaint, (this includes a student formally requesting a review of an assessment decision) the following steps are to be followed as appropriate:

1. Depending on the level of severity of a complaint, a complainant should discuss an issue/complaint directly with the person involved to try to resolve it verbally, particularly in the case of a low level, non-complex issue that could be resolved in this way. First point of contact complaint resolution by CTI employees should occur where possible on the same working day it is received/ made aware of an issue.
2. If no resolution is reached at step one, the trainer may decide to involve the RTO Manager in the interest of a resolution. If the complaint involves the teacher or trainer, the RTO Manager should be involved and lead the investigation/resolution.
3. If following step 2 there is no resolution, the student can choose to complete a complaint form in writing to formalise the complaint. This form can be found here ([weblink](#))
4. Once a student complains in writing, the complaint or appeal should immediately be brought to the attention of the RTO Manager. All complaints received will be directed to the RTO Manager who will then deal with the written complaint directly. This process must commence within 48 hours from the time written notification is received and a response must be provided within 7 days.
5. A student may appeal a response. A request for an appeal must also be made in writing to the RTO Manager or CEO.
6. Following a response to a complaint, or in the event of an appeal process, where a complaint is still not resolved to the student's satisfaction, CTI may decide for an independent external person to be involved to resolve the issue. The student will be given the opportunity to formally present a case. The time frame for this process may vary but external arrangements should take no longer than 28 days.
7. If a student is still not happy following external mediation, the student may take the complaint to the national regulator Australian Skills Quality Authority (ASQA) via their website [ASQA-complaints-about-training-providers](#)

Version	Date	Author	Approved by	Review Due	Summary of Changes
1	16/02/2021	Paul Cavicchia	Andrew Lewis	30/06/2023	Initial Version
2	16/08/2023	Simon Lovett	Andrew Lewis	30/06/2025	Revised version

Approval

Name	Position	Signature	Date
Andrew Lewis	CEO		16/08/2023