

Definitions

Complaint: an action taken by a participant/trainee or rectification of an issue in response to their dissatisfaction/ disapproval with any aspect of the operation of FIT College Pty Ltd, other than the result of an assessment. The issues, of which a participant/trainee may lodge a complaint/grievance include, but is not limited to: a policy or procedure, fees, teaching/delivery styles etc.

Appeal: an action by a participant/trainee to request a re-evaluation of an assessment resulting from dissatisfaction or disagreement with a result awarded.

Informal complaints/appeal resolution

Students who are dissatisfied with academic decisions, procedural matters or any issues that directly relate to the successful completion of their course may take their grievance/appeal to:

- Teacher/lecturer
- Student services (RTO Manager)

The complaint or appeal can be presented in person or in writing. Written form can be by e-mail or letter and should use the Complaints and Appeals Form.

FIT College will then follow a set process to deal with the issue.

Students have the right to appeal the outcome of an assessment if they feel that their work has not been assessed fairly or they have other concerns with the process leading to their result.

More information is available in the FIT College Policy and Procedures Manual available from Head Office.

Formal complaints resolution

Follow the formal complaints process if the complaint cannot be resolved informally.

The process will begin within 10 days of lodging the formal complaint.

1. A written (formal) complaint is to be lodged with the RTO Manager outlining the circumstances of the complaint/appeal.
2. A written record of the complaint will be completed and a written statement of the outcome (to include details and reasons) will be provided once completed.
3. The complainant will be given an opportunity to formally present his or her case at no cost to him or herself.

External Complaints Resolution

If, after following your RTO's internal procedures, you still believe the RTO is breaching or has breached its legal requirements, you can submit a complaint to ASQA

ASQA, the Australian Skills Quality Authority is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

Complaints to ASQA must be made by completing the online complaint form at www.asqa.gov.au/complaints. Except in exceptional circumstances, you must attach evidence to your complaint form showing:

- that you have followed your RTO's formal complaints procedure, and
- the RTO's response.

ASQA's processes require you to identify yourself to ASQA as a complainant, although you may request that your identity is kept confidential throughout any investigation that ASQA undertakes.

If you wish to discuss your situation with a third party, the state Training Ombudsman would be the best choice.

Contact details for the State Ombudsman Offices are available from the websites below:

ACT www.ombudsman.act.gov.au

NSW www.ombo.nsw.gov.au

NT www.omb-hcsc.nt.gov.au

TAS www.ombudsman.tas.gov.au

WA www.ombudsman.wa.gov.au

QLD www.ombudsman.qld.gov.au

VIC www.ombudsman.vic.gov.au

SA www.trainingadvocate.sa.gov.au

If the student chooses to access the Complaints and Appeals process FIT College will maintain the student's enrolment while the complaints and appeals process is ongoing.

If the internal or external complaint handling or appeal process results in a decision that supports the student, FIT College will immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.