

Complaints and Appeals

Unified Quality Training treats complaints and appeals from staff, partner organisations, participants, and other parties very seriously and will deal with these in an effective and timely manner. Complaints can be made about Unified Quality Training, its staff, other learners or third parties. Unified Quality Training typically aims to resolve all complaints within three weeks.

Unified Quality Training will act upon any substantiated complaints or appeals. These will be recorded into Unified Quality Training's RTO management System and will lead where appropriate to continuous improvement activities. The data entry responsibility, including maintaining the security of these complaints and appeals, lies with Unified Quality Training's CEO.

A person or organisation can complain about any aspect of our dealings with them, and the participant can appeal any decision we make, including assessment decisions.

In the first instance that a person or organisation is unhappy or dissatisfied with an aspect of our service delivery, they should consult their trainer and assessor, customer service staff or Unified Quality Training's CEO. Work Employers or Companies should contact Unified Quality Training's CEO.

We would encourage Participants should contact their trainer. The trainer should be the first point of contact for participants. The aim of this first contact is to resolve the issue quickly.

If the participants' complaint is about the trainer, and they are uncomfortable discussing this issue with the trainer, then they should contact Unified Quality Training's CEO.

Should the complaint or appeal not be resolved in the first instance, then the complainant is requested to formally lodge a complaint or appeal by completing either the complaint or appeal form. These forms are available from the Unified Quality Training's CEO or Unified Quality Training's Customer Service.

The appellant or complainant can take the form away to complete, but this should be returned within 48 hours so the matter can be promptly investigated.

Should the complaint be about Unified Quality Training's CEO, either in their role as a trainer or in their role as Unified Quality Training's CEO, then the customer service representative is able to receive and process the complaint or appeal.

This formal complaint or appeal will be entered on our Complaints or Appeals register for tracking purposes. This is the responsibility of Unified Quality Training's CEO, the receipt of the Complaint or Appeal will be formally acknowledged within one business day, in writing by Unified Quality Training's CEO.

Should the nature of the complaint refer to criminal matters or where the welfare of people is in danger, Unified Quality Training will, with the permission of the participant, seek assistance from other authorities such as the Police, Legal Representative, or other parties as appropriate.

Participant confidentiality will always be maintained as is consistent with Australian Law. At all times, the principles of Natural Justice be upheld, these being:

- That both sides of the complaint will be informed of the complaint and
- That both sides of any complaint will be heard after enough time has been provided for both sides to prepare their arguments.
- That an investigation will be conducted without undue delay
- The participant will be allowed to continue their course without penalty until such time as the final decision has been determined.

Further details on Natural Justice can be accessed from the Ombudsman's office in the state or territory in which the training and assessment are being conducted or found online on www.ombudsman.gov.au.

Unified Quality Training will ensure that the participant's academic progress will remain unimpeded by their complaint or appeal.

Upon receipt of the formal complaint or appeal, Unified Quality Training's CEO will be responsible for resolving the issue. This will involve at least a formal interview with the participant, the trainer, and Unified Quality Training's CEO, if appropriate.

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Should the issue still not be resolved to the student's satisfaction, Unified Quality Training will make arrangements for an independent third party to resolve the issue and outline any costs that may be involved with this to the student. The student will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer than 14 days.

All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14day period. If the process is taking longer than 60 days from the complaint or appeal being received, the student will be notified in writing of the reason for the delay and kept informed about all progress.

If the student is still not happy with external mediation, he/she may take his / her complaint to the Queensland Training Ombudsman.

All documentation relating to complaints or appeals should be archived for audit purposes.

ASQA accepts complaints about training providers such as Unified Quality Training from all members of the community. ASQA takes a risk-assessment approach to student complaints, which allows them to focus on risks to the quality of vocational education and training in Australia.

ASQA is not a consumer protection agency and cannot act as an advocate for individual students. However, ASQA highly values complaints about training providers—all complaints are used as intelligence to inform regulatory activities.

For more information on how ASQA handles complaints, refer to ASQA's policy on Managing complaints about training providers.

Managing complaints about training providers

A further option available to students and organisations is the National Training Complaints Hotline. This number is 13 38 73 and is staffed Monday–Friday, 8 am to 6 pm nationally. More details on the National Complaints Hotline can be found at www.education.gov.au/NTCH.

The Queensland training ombudsman can provide students with advice about rights and responsibilities within the VET sector. See www.trainingombudsman.qld.gov.au for more information.