

## Complaints and Appeals Policy and Procedure



### Policy Objective

The objective of the Complaints and Appeals Policy and Procedure for LIVEPM Pty Ltd RTO Registered Training Organisation (RTO) No. 52387 is to ensure that LIVEPM Pty Ltd RTO provides a complaints and appeals avenue to participants and to meet the Standards for RTOs 2015.

This Policy and Procedure supports the following Standards for Registered Training Organisations 2015:

- Standard 6.1;
- Standard 6.2;
- Standard 6.3;
- Standard 6.4;
- Standard 6.5; and
- Standard 6.6.

### Policy

1. LIVEPM Pty Ltd RTO will inform all course participants that they have the right to seek redress if they believe that they have been treated unfairly or if they are not satisfied with any of the training or assessment outcomes and the procedure that they must follow.
2. LIVEPM Pty Ltd RTO will manage its complaints and appeals procedure by:
  - Actively encouraging the participant to discuss any grievance with their Trainer and Assessor;
  - Providing an easily accessible means of lodging complaints and appeals via LIVEPM Pty Ltd RTO Website: <http://www.livepm.com.au/>
  - Providing acknowledgement to the participant of the lodgment of the complaint or appeal;
  - Investigating the complaint or appeal within the specified timeframes;
  - Communicating the outcome of the complaint or appeal within the specified timeframes;
  - Securely maintaining records of all complaints and appeals and their outcomes;
  - Identifying potential causes of complaints and appeals and take the appropriate action to eliminate the potential for further occurrences; and
  - Informing the participant about the National Training Complaints Hotline [NTCH@education.gov.au](mailto:NTCH@education.gov.au) if the complaint or appeal is unresolved.
3. LIVEPM Pty Ltd RTO participants and clients have the right to lodge a complaint or appeal within three (3) months of completing a course.
4. This Policy and Procedure is to be read in conjunction with:
  - LIVEPM Pty Ltd RTO Policy and Procedure Continuous Improvement.

### Procedure

#### Issue Discussed with Trainer and Assessor

LIVEPM Pty Ltd RTO will:

1. Encourage the course participant to discuss any grievances with the Trainer and Assessor conducting the course.
2. Acknowledge the complainant's grievance in a professional, fair and equitable manner.
3. Failing satisfactory resolution with the Trainer and Assessor the participant will be directed to the LIVEPM Pty Ltd RTO website: <http://www.livepm.com.au/> where either the participant can lodge a written appeal.

### **Complaints Lodged**

LIVEPM Pty Ltd RTO Participant:

1. Lodge a written complaint via the LIVEPM Pty Ltd RTO website: <http://www.livepm.com.au/>
2. Lodge a written complaint via the LIVEPM Pty Ltd RTO email: [info@livepm.com.au](mailto:info@livepm.com.au)

### **Acknowledgement of Complaint Being Lodged**

LIVEPM Pty Ltd RTO will:

1. Send an acknowledgement to the complainant within five (5) business days stating the issue will be investigated and the outcome will be advised in writing by LIVEPM Pty Ltd RTO.

### **LIVEPM Pty Ltd RTO Investigation**

LIVEPM Pty Ltd RTO will:

1. Commence an initial assessment of the complaint.
2. Conduct further investigation of the complaint involving discussions with all parties involved.
3. Finalise the complaint or appeal within thirty (30) business days of receipt of a written complaint or appeal.
4. Where more than thirty (30) business days is required to investigate the complaint, the complainant is informed of the decision.

### **Outcome Communicated to Complainant**

LIVEPM Pty Ltd RTO will:

1. Advise the complainant of the resulted outcome within thirty (30) business days of receipt of a written complaint or appeal.
2. Inform the complainant of the ongoing investigation and the requirement to be finalised within sixty (60) business days of complaint lodgment date.
3. Track all correspondence with the complainant on the Complaints Register. This correspondence and the following should also be attached:
  - Documentation of receipt of complaint;
  - Acknowledgement of complaint;
  - Initial assessment of the complaint;
  - Investigation of complaint;
  - Response to complaint;
  - Communicating the decision; and
  - Closing the complaint.

### **Contact National Training Complaints Hotline**

LIVEPM Pty Ltd will:

1. Inform the participant that if the matter is not resolved satisfactorily, that they may contact the National Training Complaints Hotline number 13 38 73 or email [NTCH@education.gov.au](mailto:NTCH@education.gov.au)

### **Documents Related to this Policy and Procedure**

- LIVEPM Pty Ltd RTO Complaints Register;
- LIVEPM Pty Ltd RTO Participant Complaint and Appeals Form.

### Evidence Location

- LIVEPM Pty Ltd RTO Audit Answers; and
- LIVEPM Pty Ltd RTO Complaints Register.

Policy Administration		
<b>Responsible Manager:</b>		
Jennifer Denness		
<b>Risk Rating:</b>	<b>Review Cycle:</b>	<b>Review Next Due:</b>
High	Annual	July 2018
<b>Compliance References:</b>		
<b>Statutory:</b>	Standards for RTOs 2015	
<b>Industry</b>	Vocational Education and Training	
<b>LIVEPM Pty Ltd:</b>	RTO	
<b>Quality Management System:</b>	Audit Answers	
<b>Version:</b>	<b>Decision Reference:</b>	<b>Synopsis:</b>
1	Document Created	Created to Response to Audit Report for Renewal of Legislation
2	TAC Audit Rectification Report	Updated to meet requirements of TAC Audit Resubmission
3	Annual Review	Annual Review of Policies and Procedures July 2017