Complaints and Appeals Policy and Procedure

Policy Statement

ATI-Mirage is dedicated to ensuring that all complaints and appeals will be managed in a fair, professional and confidential manner with a view to continuous improvement. The complaints and appeals process is easy to access, transparent and dealt with in a constructive and timely manner.

The complaints and appeals process is also a tool to assist in identifying areas for improvement in ATI-Mirage's service delivery, practices, procedures and policies. It is also an important tool to maintain good relations with students, industry clients, and the general public.

Scope

This policy applies to all students and clients of ATI-Mirage. It also applies to any third party providing services on ATI-Mirage's behalf and includes all the trainers (including associates), assessors, and any associated members of staff in relation to the provision of such services to ATI-Mirage.

Complaint

Complaint can include, though is not limited to:
- Difficulties or issues with trainer or assessor
- Student administration and / or support
- Marketing and information
- Fees and finance
- Welfare and safety
- Training facilities
- Learning resources
- Issuing of Statement of Attainment and Certificates
- Student progress.

Appeal

Any student may lodge an assessment appeal if they are dissatisfied with the mark awarded for an assessment task (not achieved) or the final result (not yet competent) for a unit of competency, if they feel the result is unfair or incorrect. The student may request a review of the assessment outcome, if the student believes they have sufficient evidence to be assessed as achieved for a task, competent for a unit, or granted RPL.

Students must lodge a formal appeal for an assessment task within **10 working days** from the date they were notified of the result.

Procedure Statement

1. You should attempt, wherever possible, to resolve your concern(s) directly with the trainer or assessor prior to lodging a formal complaint.
2. If you are not satisfied that the issue has been resolved, you may wish to consult the RTO Manager setting out in detail your concerns in writing. The Complaints and Appeals Form is available for this purpose, or complaints and appeals will be accepted in writing.
3. All complaints will be registered and acknowledged within **two (2) working days.**
4. In the event of the need to conduct an interview concerning any complaint, it will be conducted in a professional and efficient manner, without causing undue stress or inconvenience to you.
5. An accurate, relevant and complete account of the interview will be made, kept confidential, and validated by the interviewee. The information obtained must be relevant to the complaint in question.
6. The outcome of the complaint or appeal will be notified to you in writing **within 14 days.**
7. On occasions where the complaint or appeal is not resolved, consultation with an independent third party will be sought such as the Training and Accreditation Council (TAC), the RTO regulator.
8. Where ATI-Mirage considers more than 60 calendar days are required to process and finalise the complaint or appeal, ATI-Mirage will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and will provide regular updates regarding the status and progress of the complaint or appeal.
9. ATI-Mirage will securely maintain records of all complaints and appeals and their outcomes. ATI-Mirage endeavours to identify the potential cause(s) of complaints and appeals and will take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

Record of updates and changes

Version No.	Issue Date	Nature of Amendment
Version 1.0	15th Aug 2012	Materials Designed Appeals & Grievance P&P
Version 1.1	31st August 2016	Re-written as Complaints & Appeals P&P
Version 1.2	12/4/2019	Differentiated between Complaints & Appeals and added TAC as the third party in event of no resolution within RTO. Updated logo.