COMPLAINTS AND APPEALS POLICY

PHASE 3 SUPPORT AND PROGRESSION
AMATS Policy 3.04

1. Applicable Standards

Standards for Registered Training Organisations (RTOs) 2015
Standard 6.1 – 6.6

2. Purpose

To ensure that complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively and that the policy is publically available.

3. Definitions

Standards	Standards for Registered Training Organisations (RTOs) 2015
Australian Qualifications Framework (AQF)	Australian Qualifications Framework (AQF) means the framework for regulated qualifications in the Australian education and training system, as agreed by the Commonwealth, State and Territory ministerial council with responsibility for higher education.
Learner	Means a person being trained and/or assessed by the RTO for the purpose of issuing AQF certification documentation.

4. Policy

4.1 AMA Training Services will maintain a complaints process to manage and respond to allegations involving its conduct and those of:

   a) its trainers, assessors and other staff

   b) any third party that is providing services on its behalf, and where applicable, their trainers, assessors and other staff; or

   c) a learner of AMA Training Services.

4.2 AMA Training Services will maintain an appeals process to manage requests for a review of decisions, including assessment decisions, which it, and any third party that is providing services on its behalf.

4.3 AMA Training Services complaints policy and appeals policy will:

   a) ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process

   b) be publicly available

c) set out the procedure for making a complaint or requesting an appeal

d) ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable; and

e) provide for review by an appropriate party independent of itself, and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

4.4 Where AMA Training Services considers more than 60 calendar days are required to process and finalise the complaint or appeal, it will:

a) inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and

b) regularly update the complainant or appellant on the progress of the matter.

4.5 AMA Training Services will:

a) securely maintain records of all complaints and appeals and their outcomes

b) identify potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence; and

c) The Complaints and Appeals Policy will be publically available on the website.

5. Policy Links

This Policy links with, and is to be read in conjunction with the following:

2.01 AMATS Enrolment Policy
3.03 AMATS Student Support Policy

6. Policy Documents and Supporting Material

3.04.01 AMATS Complaints and Appeals Procedure
3.04.02 AMATS Complaint Form
3.04.03 AMATS Compliant Register
3.04.04 AMATS Appeals Register
3.04.05 AMATS Appeal Form

7. Policy Review and Implementation

The General Manager - Training and Recruitment is responsible for the implementation of this Policy and may delegate responsibilities for elements of this Policy. Where this occurs, this delegation must be recorded within this document.

This Policy is to be reviewed on an annual basis, or more frequently as required, with revisions detailed below.

Date of Issue and Revision	Description of Amendment	Reviewed (Coordinator/ Manager)	Authorised (General Manager)
22.06.2018	Initial Draft Incorporates AMA Training Policy 1.02, 1.24	Peigi Hinton	Jan Norberger
12.12.2019	Document Reviewed – No change required	Peigi Hinton	Jan Norberger
13.09.2021	Document Reviewed – No change required	Jia Shi	Jan Norberger
13.04.2023	Document Reviewed – No change required	Jia Shi	Jan Norberger