



## Complaints and Appeals Information

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### **1. Complaints and appeals procedure**

Tom Price and Sons have a comprehensive process in place to manage any complaint or appeal presented.

A complaint can be made to any member of the RTO regarding the conduct of:

- The RTO, its trainers, assessors or other RTO staff.
- Other learners of the RTO.

The following steps are recommended to be taken with every complaint or appeal that is presented:

#### **Step 1: Lodging a Complaint:**

1. Clearly identify the nature of your complaint or appeal. Be as specific as possible about the events or issues that led to your dissatisfaction.
2. Where possible, try to resolve the issue informally by discussing it directly with the person involved. This may be the trainer, assessor, administration etc.
3. If the issue cannot be resolved informally, submit a formal complaint. This can be done by completing a Complaint and Appeals Form, which is available from administration, on our website or in the appendix of this document.

#### **Step 2: Formal Complaint Process:**

1. A formal complaint must be submitted within 7 days of the incident occurring. Once received, the General Manager at the time will review and investigate. You may be contacted for further information or clarification if necessary.
2. Once investigation is completed, you will be informed of this proposal in writing, outlining the steps taken to address the complaint and any actions to be implemented.
3. You will have 5 business days to accept the proposed resolution or appeal the decision if you were not satisfied with the outcome.

#### **Step 3: External Review**

1. If you are not satisfied with the final decision, you may seek an external review from an independent third party.
2. Following review, if the outcome is still considered unsatisfactory, then either party may escalate to the relevant external authority or Training Accreditation Council of WA.

In general, complaints should be pursued through the RTO and its complaints and appeals process before making a formal complaint to governing body.

### **3. Extract from our Code of Conduct**

#### **8.1 Complaints Policy**

8.1.1 As per Clause 6.1 of the current Standards for RTOs, Tom Price & Sons will attempt to resolve complaints on an individual case basis. Where this does not resolve the matter; an in-house panel comprising of a representative from Tom Price & Sons staff and an independent external party will hear the dispute.

8.1.2 The candidate has the right to present his/her complaint/case formally.

8.1.3 As per Clause 6.4 of the current Standards for RTOs, where Tom Price & Sons considers more than 60 calendar days are required to process and finalise a complaint or appeal, Tom Price & Sons 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.

8.1.4 Should the dispute remain unresolved by this mechanism, or by the panel appointed for this purpose, then either party may escalate to the relevant external authority or Training Accreditation Council of WA.

8.1.5 The outcome/result from an assessment appeal will be presented in writing to the parties concerned - including the reason for the decision made. The Company is then responsible to act on the decision that has been made. All complaints and their outcomes are stored securely within our filing system.

8.1.6 The jurisdiction of the Western Australian Court system is the legal authority to deal with issues referred through the courts

## 8.2 Appeal Procedure

In the case of an appeal against an assessment result, the participant may make application to administration within 7 working days of receiving the assessment result, who will attempt in the first instance to resolve the disputed assessment. Where, as a result of the appeal, the candidate is not satisfied, the appeal will be on forwarded to the General Manager for reconsideration. The General Manager may gain assistance from any other person in considering the appeal. The General Manager may reject the appeal, require a reassessment, support the appeal or deal with the matter in any other appropriate way.

The outcome of the Manager or the General Manager's considerations will be given in writing.

Where the appeal is against an assessment completed by the General Manager, a competent person qualified to assess in the area will be appointed to review the assessment decision. Costs for the independent review will be charged to the applicant. Where the appeal is upheld, the applicant will be refunded any costs incurred.

At any time, the applicant for assessment can request another assessor be appointed. Where practical the request will be approved by the General Manager. Any additional costs incurred may be charged to the applicant.

The decision related to fees for appeals or change of assessor will be made by the General Manager applying the principles of fairness and equity and the relative legitimacy of the claim.

Participants should not be deterred and are not to be counselled from exercising their right to appeal against an assessment where they feel they have been wrongly assessed. In the majority of cases, minimal costs would be incurred. The potential costs will be advised during initial interview with the Manager or General Manager for which there will be no charge.



**2. Complaints and Appeals Form**

**TPS Complaint and Appeals Form**

<b>Your Name</b>			
<b>Contact Phone Number</b>			
<b>Contact Email</b>			
<b>Nature of Complaint or Appeal</b>	<b>Complaint</b>		<b>Appeal</b>
<b>If your complaint or appeal is related to a particular training course, please provide details including course name, date, location, trainer etc.</b>			
<b>Please describe with as much details as possible the complaint or appeal.</b>			
<b>Were there any witnesses? Please list their name and contact details</b>			
<b>What outcome would you like to see from raising this complaint or appeal</b>			

Please complete the above form and return to Tom Price and Sons within 7 days of situation occurring for corrective action to be taken. Once complete, it can be provided in person, via email to [robert@tpstraining.com.au](mailto:robert@tpstraining.com.au) or by post Attention to General Manager at U1/32 Halifax Drive, Davenport WA, 6230.