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# Institute of Quality Asset Management

## Complaints and Appeals

## Disclaimer

This complaints and appeals document contains information that is correct at the time of printing. Changes may impact on the currency of information included. Institute of Quality Asset Management reserves the right to vary and update information without notice. You are advised to speak about any changed information and/or updates with your trainer or by contacting Institute of Quality Asset Management.

This document has been prepared as a resource to assist students to understand their rights and responsibilities. Please carefully read through the information contained in this policy and procedure.

## Important Details

Registered Training Organisation (RTO) Details:

Institute of Quality Asset Management

RTO Code 22515

Phone:

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# Introduction

## Purpose

The purpose of this policy and procedure is to inform individuals and outline IQ-AM's approach for managing complaints and appeals in a fair, efficient, and confidential manner.

Information within will cover:

- Definitions
- Who can make a complaint
- Circumstances where a complaint can be made
- Circumstances where an appeal can be made
- Procedure in making a complaint or appeal
- Choice to remain anonymous and resulting outcomes
- When to seek external arbitration, and costs involved

## Definitions

### Complaint

A complaint is any expression of dissatisfaction with an action, inaction or service of IQ-AM, including an individual, third party or another learner engaged with us.

### Appeal

An appeal is the request for the review of a decision. This includes those of assessment.

## Policy objective

The Institute of Quality Asset Management (IQ-AM) is committed to meeting the requirements of individuals under the standards for registered training organisations 2015, staff and organisations who have engaged with us.

Through this policy IQ-AM will ensure each complaint and appeal are:

- Responded to in a consistent, transparent and fair manner, free from bias.
- Responded to promptly, objectively, with sensitivity and confidentiality.
- Used as an opportunity to prevent or reduce the likelihood of re-occurrence; part of our RTO's continuous improvement.

## Scope

A complaint and appeal can be made in relation to those that impact directly upon us as a registered training organisation and its functions.

Any individual or organisation is able to make a complaint or seek an appeal.

### Complaints

Complaints can be made in relation to services and activities of:

- Enrolment process and application
- Marketing information
- Training and assessment delivered
- Matters involving student progression, support and assessment requirements
- Interaction from an individual representing or employed at IQ-AM
- The actions of another student

#### *Anonymous complaints*

Any complainant made anonymously or with use of a pseudonym will not be able to be notified of the outcome.

## Appeals

Appeals can be made to review decisions of:

- Assessment results
- Course acceptance, deferral or termination
- Response (outcome) to a complaint
- Other general decisions

## Policy

All complaints and requests for appeals will be acknowledged in writing and where practical outline the steps being taken for an outcome or resolution to be made. We will ensure the decision maker or team within IQ-AM are independent of the complaint or decision being reviewed.

It is our priority to have matters finalised as soon as practical.

If in the event an excess of 60 calendar days are required to process and finalise a complaint or appeal, the complainant or appellant will be notified in writing. Notification will include the reasons and the continued steps being taken to resolve the matter. Regular updates on the progress of the matter will be provided when they become available, until such a time the matter is finalised.

Notification of outcome/decisions, including reasons, will be made to all those concerned in the matter. Where practical, information to changes made or strategies implemented in our RTO, to prevent the matter reoccurring, will be provided.

This policy is made publically available on our website [iq-am.com.au](http://iq-am.com.au), at no cost.

### External arbitration

Where process has failed to resolve the complaint or appeal, the complainant or appellant may request a review by a third party independent of IQ-AM.

Costs associated with the engagement an independent third party by the complainant or appellant must be covered at their expense unless the decision to engage an independent third party to review the matter was made by IQ-AM.

IQ-AM will provide full cooperation with an external party reviewing the complaint or appeal and will adhere to the recommendations arising out of this process. All recommendations made will be implemented within 10 working days of being notified. The complainant or appellant will be notified in writing of the outcome of the review process.

### Legal rights

Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws nor does it circumscribe an individual's rights to pursue other legal action.

### Records

If the matter involves a learner, all relevant information will be kept within their files.

Records of complaints, appeals and their outcomes will be kept and logged securely in our register. Data included in the register are: the timeline of matter, actions taken to resolve cause, changes to our functions as an RTO, scheduled review and review of changes made.

## Procedure

### Making a complaint or requesting appeal

To enable due consideration and for us to determine an appropriate action or outcome, provide as much information as possible for the complaint or appeal you are submitting. This information should include:

- Your name and contact information
- The matter you are complaining about or the decision you are appealing—describe what happened and if applicable how it impacted you.

- Any evidence or reasoning you have to support your matter.
- Details about any steps you have already taken to resolve or notify someone of the matter.
- Suggestions about how the matter might be resolved or for an outcome to be reached.

Complaints and appeals will be acknowledged in writing, via email. Acknowledgement should be received within 7 days of lodgement. You may be contacted to further discuss the matter.

### **To complain or make a general appeal**

Complaints and general appeals should be made as soon as practical and within 60 calendar days after an incident occurring. To make a complaint or general appeal, please outline the matter in writing and send via email (preferable) or post.

### **To appeal a result**

Appeals must be made within 10 working days from the time you receive the result.

Any appeals against a result must be made to our student liaison via email, [assess@iq-am.com.au](mailto:assess@iq-am.com.au), who will log the matter in our student management system.

### **Resolution of complaints and appeals**

Some or all members of IQ-AM's management team will be involved in resolving complaints and appeals.

Where a complaint or appeal involves another individual or organisation, they will be notified in writing and given the opportunity to respond to any allegations made.

The appeal of a result will be reviewed by another qualified assessor, independent from the original decision made. The outcome of this assessment will be the result granted for the assessment task.

## **External avenues**

Where an individual is dissatisfied with our processes or outcomes you can seek information, query or lodge a formal complaint which can be accessed by these external avenues:

- **National Training Complaints Hotline**

The National Training Complaints Hotline states "Prior to lodging a formal complaint with the National Training Complaints Hotline, it is important to follow the formal grievance process of the training organisation with which you have a grievance"

The National Training Complaints hotline is accessible via phone 13 38 72 (select option 4).

<https://www.employment.gov.au/national-training-complaints-hotline>

- **Australian Skills Quality Authority**

The Australian Skills Quality Authority (ASQA) states "ASQA is not a consumer protection agency and cannot act as an advocate for individual students... does not act on individual complaints. Instead, we look at a provider's pattern of behaviour and use this information to inform our decisions on when and if further regulatory scrutiny of a provider is required."

<https://www.asqa.gov.au/complaints/complaints-about-training-providers>

## **Contact**

Our contact information can be found at the front of this document.