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Purpose:	The purpose of this policy is to provide transparency for how ACE Training manages any dissatisfaction, formal complaint and appeals of students, clients, and staff.
Scope:	This Policy applies to all ACE Training staff, contractors, any relevant third parties and students (learners).
Responsibilities:	The CEO is ultimately accountable for adherence to this policy.
Standards:	This policy contributes to compliance with clauses 6.1, 6.2, 6.3, 6.4, 6.5 & 6.6.
Policies:	This policy is supported by the <i>Compliance and Governance Policy</i> and supports the <i>Fees, Charges and Refunds</i> and <i>Training and Assessment</i> policies.
Procedures:	This policy is supported by the <i>Complaints &amp; Appeals Procedures</i> .
Tools:	This policy is supported by the <i>Complaints and Appeals Form</i> , <i>Complaints &amp; Appeals Register</i> , <i>Complaints and Appeals Acknowledgement Letter</i> , <i>Child Safety and Wellbeing Policy</i> , <i>Student Code of Conduct</i> , <i>Employee Code of Conduct</i> , <i>Continuous Improvement Register</i> and <i>Student Handbook</i> .

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## Definitions

**Appeal** means a request for a decision to be made by ACE Training. Appeals may relate to course admissions, refund assessments, ACE Training's response to a Complaint or training and assessment outcomes.

**Complaint** means a formal expression of dissatisfaction with any product, service or conduct by ACE Training, its staff, contractors, students or any relevant third parties. A Complaint can relate to the enrolment process, marketing information and permissions, quality of training and assessment, student progress, student support, assessment requirements or the behaviour or actions of ACE Training's staff, contractors, students or any relevant third parties.

## Policy Statement

- a) ACE Training is committed to responding to any Complaints or Appeals in a transparent, consistent, objective, fair, sensitive, confidential, and timely manner, upholding natural justice and procedural fairness principles.
- b) Procedural Fairness:
  - All parties will be treated fairly, and in a manner that respects their right to an unbiased, timely and transparent process.
  - ACE Training will not be biased or appear to be biased nor have a personal interest in the matter of the grievance, complaint or appeal.
  - All cases are considered on their merits, on the basis of relevant information and any mitigating circumstances.
  - All parties have the right to be heard before a decision is made, including the right to respond to statements or material that is to be relied upon in reaching a determination.
- c) Review free from Victimisation or Discrimination  
ACE Training will ensure its complaints and appeals policy and processes are free from Victimisation or discrimination. A Complainant will not be victimised or discriminated against for:
  - seeking review or reconsideration of a decision; or
  - using the ACE Training's processes or procedures about dealing with complaints or appeals.
- d) Where a Complaint is made, all parties involved will be promptly notified and afforded the opportunity to provide a response to the allegations.

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- e) ACE Training's policy and procedure to manage a Complaint or Appeal does not contravene any rights and remedies of any party under law.
  - f) Complainants or Appellants are advised to inform ACE Training of their Complaint or Appeal as soon as possible. This may be done verbally or by using the *Complaints and Appeals Form*. This form initiates ACE Training's *Complaint and Appeals Procedures* that will commence by Management's acknowledging the form submission within two calendar days of receipt.
  - g) ACE Training will aim to conclude its investigation and resolution of any Complaint or Appeal within 30 calendar days or as soon as practicable. All parties will regularly be informed of the investigation's progress and outcome as appropriate during this period. On the exception that a matter is anticipated to take greater than 60 calendar days to resolve, ACE Training will inform all parties in writing, including reasons for the extended duration, and provide all parties with regular updates on the progress of the matter.
  - h) Whilst ACE Training will seek to internally manage Complaints through establishing a *Complaints and Appeals Procedure*, should a Complaint be of such serious circumstance that would warrant notification to the authorities, the CEO will maintain full discretion.
  - i) In the instance an Appeal is registered regarding the outcome of an assessment, ACE Training, at its own cost, will seek an independent assessor to re-assess the original assessment again which will assist in informing an appropriate resolution.
  - j) ACE Training acknowledges that some Complaints and Appeals warrant an appropriate independent external party to be appointed for review, especially where ACE Training's internal processes fail to resolve the matter or there is a perceived, actual or potential conflict of interest. A Complainant or Appellant may request an engagement of an external independent party at their own costs.  
  
However, should ACE Training decide in the best interests of a matter that this should be pursued through an independent external party, ACE Training will bear the costs of the engagement of the independent external party. In all instances, ACE Training will maintain cooperation and support any investigation process and associated findings and recommendations made by an independent external party.
  - k) Records of all Complaints and Appeals will be securely and confidentially recorded and retained as business records by ACE Training in accordance with its *Governance and Compliance Policy*.
  - l) Where a Complaint or Appeal leads ACE Training to a conclusion that there may be a potential recurrence of similar causes for future Complaints or Appeals, then ACE Training will take reasonable corrective action to eliminate the cause or mitigate the likelihood of recurrence in accordance with its *Governance and Compliance Policy*.
  - m) This Policy and the *Complaints and Appeals Form* will be made publicly available through publication on a prominent place within ACE Training's website and further located and provided to students in the *Student Handbook* during the pre-enrolment process.
  - n) Where a complaint contains information regarding serious misconduct and breaches to laws, regulations and our policies and procedures, they will be reported to the relevant regulatory bodies.

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