



## 1.0 Introduction

Southpac has established this policy to support the Australian Skills Quality Authority (ASQA) Standards for Registered Training Organisations (RTO) 2015. The policy has been developed and implemented to support and provide clear instruction and guidance to both Southpac staff and students on the handling of complaints and appeals from students.

## 2.0 Our Commitment

Southpac is committed to providing students, staff and stakeholders the best possible environment in which to study or work. Our organisation understands that on occasion, there may be instances of dissatisfaction and acknowledges that this must be addressed and rectified promptly. In such instances, Southpac invites feedback from the dissatisfied party so that a resolution can be found and as an opportunity to consolidate the feedback into a review and improvement of the Southpac's policies and practices.

Southpac will address any and all complaints in a fair, constructive and timely manner. The complainant has the right for their complaint to be heard and for an impartial decision to be made at no cost to themselves. Complainants have the right to appeal a decision.

This policy and associated procedure support Southpac to provide a process for complaints and appeals to be heard and actioned. All complaints and appeals received by Southpac will be viewed as an opportunity for improvement.

## 3.0 Procedure for Complaints

Southpac acknowledges that occasionally complaints may arise that require a formal resolution. The following procedures provide information on how to have a complaint or appeal resolved and a resolution reached by all parties.

Southpac may receive complaints from students, staff or stakeholders and members of the public through a variety of means e.g.: verbally, written documentation, social media or email. Where possible all non-formal attempts shall be made to resolve the issue. This may include advice, discussions, and general mediation in relation to the issue and the complainant's issue. Any staff member can be involved in this informal process to resolve issues but once an individual has placed a formal complaint or appeal it will be escalated to the Training Manager or CEO for management and resolution.

Complainants have the right to access advice and support from independent external agencies and/or persons at any point of the complaint and appeals process. Use of external services will be at the complainant's expense.



Southpac will record the details of all formal complaints on the System Improvement Request (SIR) Register.

## 4.0 Procedure for Appealing a Decision

Where the complaint relates to an assessment decision, students are entitled to formally appeal the outcome of the assessment decision. This is to be done in writing by stating their case, providing as much detail as possible, and submitted to the Training Manager.

The Training Manager will seek details from the Assessor involved and any other relevant parties. A decision will be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a third party.

## 5.0 External Appeals

If a Complainant (student or third party) is not satisfied with the decision of Southpac, they may wish to seek legal advice or take the complaint to ASQA directly (please be aware that ASQA does not act in a mediation capacity).

If, after Southpac's internal complaints and appeals processes have been completed, the Complainant still believes Southpac is breaching or has breached its legal requirements, they can submit a complaint to ASQA directly through ASQA's asqanet system: <https://asqanet.asqa.gov.au/>

Except in exceptional circumstances, complaints must attach evidence to the complaint form showing that they have followed Southpac's formal complaints procedure; and Southpac's response.

ASQA's processes require the Complainant to identify themselves to ASQA as "the" Complainant, although a Complainant may request that their identity is kept confidential throughout any investigation that ASQA undertakes.

The Australian Skills Quality Authority can be contacted on 1300 701 801 or at [www.asqa.gov.au](http://www.asqa.gov.au)