



**Coex
Training**

Complaints and Appeals Policy

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VERSION HISTORY

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Purpose

This policy provides a process to submit a complaint or appeal to Coex Training in accordance with Clauses 6.1 – 6.6 of the Standards for Registered Training Organisations 2015.

Coex Training will provide an effective, efficient, professional and confidential process for resolving complaints, grievances and/or appeals. The principals of natural justice and procedural fairness will be adopted at each stage of the complaint and appeal process and all people involved will be treated with courtesy and respect. The lodgement of a complaint or appeal will not disadvantage any stakeholder in their dealings with Coex Training

This policy relates to the following parties:

- Current and/or prospective students of Coex Training
- Coex Training, its trainers, assessors and staff
- Third parties providing support and/or services on behalf of Coex Training

Scope

This policy relates to all complaints and appeals related to but not limited to:

- Course enrolment
- Suspension or cancellation of enrolment
- Program delivery
- Marketing and promotional activity
- Personal safety
- Customer service and administration
- Issuance of certificates, statements of attainment and results
- Fees and charges
- Equity and access, discrimination, harassment and bullying

Responsibilities

All staff who receive a complaint or appeal are responsible for documenting the complaint or appeal and forwarding the details to the RTO Manager. The RTO manager is responsible for ensuring all complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

Related Documents

- Standards for Registered Training Organisations 2015 (Clauses 6.1, 6.2, 6.3, 6.4, 6.5, 6.6)
- Coex Training Complaints and Appeals Procedure
- Coex Training Complaints and Appeals Form
- Coex Complaints and Appeals Register
- Coex Continuous Improvement Register

Policy

Students are encouraged in the first instance to raise issues of concern directly with their trainer or the RTO Manager at the earliest opportunity to resolve the issue in an informal but effective manner. If a student is not satisfied with the outcome of an informal approach a formal complaint may be lodged.

Coex Training will accept complaints and appeals from students in writing either via email or by completion of the Coex Training Complaints and Appeals Form.

A complaint or appeal must be made within fourteen (14) calendar days of the event, circumstance or decision that is the subject of the complaint or appeal.

Complaints and appeals can be submitted via email to info@coextraining.com.

Upon receipt, complaints or appeals will be acknowledged in writing to the email address or postal address nominated on the Complaints and Appeals form within fourteen (14) calendar days.

The RTO Manager will ensure that a full investigation is undertaken into all matters raised in the complaint or appeal and, where necessary, contact the student where further information is required.

Students will be provided with the opportunity to meet with the RTO Manager to discuss the complaint or appeal in further detail and to present further evidence to support the issue.

A complainant or appellant may be accompanied and/or assisted by a support person at any time.

Regardless of the outcome, and while complaints and appeals will be finalised as soon as is practicable, the complainant or appellant will be advised of the decision and of any actions that have/need to be taken to ensure that the incident does not re-occur. Correspondence will be sent to student within thirty (30) calendar days of the decision.

In the unlikely event that a complaint or appeal should take more than sixty (60) days to process and finalise, Coex Training will notify the complainant or appellant in writing of the reasons why additional time is required and keep the complainant updated of the progress of the matter.

Should the issue still not be resolved to the complainant or appellants satisfaction, Coex Training will make arrangements for an independent external party to resolve the issue. The complainant or appellant will be given the opportunity to formally present their case. The time frame for this process may vary but should take no longer than fourteen (14) days.

All parties involved will receive a written statement of the outcomes, including reasons for the decision within the fourteen (14) day period.

Where a complaint or appeal cannot be resolved following the complaints and appeals process students are free to contact the Australian Skills Quality Authority (ASQA):

ASQA info line, Tel: 1300 701 801

Or via asqaconnect: <https://asqaconnect.asqa.gov.au/>

Complaints and Appeals Records

All complaints and appeals received are saved within the Coex Complaints and Appeals Register. The RTO Manager will review all complaints and appeals submitted. The RTO Manager will identify if any complaints or appeals are to be used for the continuous improvement of Coex Training's operations and are to be added to the Coex Continuous Improvement Register.

Definitions

Complaint	An expression of dissatisfaction with a service, product or action of Coex Training
Appeal	A request for a decision to be reviewed.
Complainant	The person or organisation that has lodged the complaint
Appellant	The person or organisation that has lodged the appeal
ASQA	Australian Skills Quality Authority
VET	Vocational Education and Training