
35. Complaints

During course activities, students may have some concerns with the processes they are being exposed to or they may be unhappy with a particular aspect of the program. Haley College undertakes to provide a mechanism allowing allows for the fair and equitable resolution of any issues.

Haley College complaints process is available to manage and respond to allegations involving the conduct of:

- Haley College, its trainers, assessors or other personnel; or
- A Haley College contracted third party providing services of Haley College, including the third party representatives trainers, assessors or other personnel; or
- A student of Haley College.

Allowing students to easily engage with the personnel of Haley College about any concerns they have can stop minor issues becoming larger. There is no fee or charge levied for any complaint processed.

Haley College will maintain a student complainant's enrolment during any appeal process.

Haley College's complaints process is publicly available on the Haley College website, and is provided to all prospective clients via the relevant handbook for each stakeholder group prior to enrolment. Where Haley College uses third parties to deliver services, complaints information is also made available to prospective clients of these third party representatives.

Haley College's complaints process follow the principles of natural justice and procedural fairness by allowing anyone subject to a decision by Haley College, or anyone who has allegations made against them, to tell their side of the story before a decision is made.

35.1. Complaint & Grievance Procedure

The following problem resolution framework has therefore been implemented for all stakeholders raising a complaint or issue, with a desire to resolve matters as positive adults. This procedure applies to all complaints about:

- Academic matters from students;
- Non-academic matters from students; and
- Non-academic matters from persons seeking to enrol with the Haley College in a VET course or unit of study.

1. In the first instance a student should discuss the matter with the personnel member or responsible person concerned. Where this is not considered appropriate then the complainant is encouraged to discuss the matter with Haley College management.

If the complainant is satisfied with the outcome of the discussion, it would mean that the matter is resolved.

2. Any client may submit a formal complaint to Haley College in writing. Complaints are to include the following information:
 - Submission date of complaint;
 - Name of complainant;
 - Nature of complaint;
 - Date of the event which lead to the complaint; and
 - Any other relevant information or attachments (if applicable).
3. The Haley College Chief Executive Officer will acknowledge receipt of the complaint in writing within five working days and arrange a suitable time if needed to discuss the complaint.
4. The Chief Executive Officer will investigate the complaint, or refer the matter to appropriate Haley College personnel to investigate. In either case, the investigation will be resolved and decisions made on the complaint within 20 working days of the complaint being received in writing.

In all cases, each party may be accompanied and assisted by a third party at any relevant meeting.

5. The complainant will be informed of any decisions or outcomes concluded in writing, with reasons provided for the decisions or outcomes. With this notification, all complainants will receive information on how they can progress their complaint if still unhappy.

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6. If the complainant is not satisfied with the outcome, they may escalate the complaint in writing to the Haley College Chief Executive Officer.
 7. Escalated complaints are to include the following information:
 - Submission date of complaint;
 - Name of complainant;
 - Nature of complaint;
 - Reasons why the complainant is not satisfied with the outcome of the original complaint; and
 - Any other relevant information or attachments (if applicable).
 8. The Haley College Chief Executive Officer will acknowledge receipt of the escalated complaint in writing within five working days and arrange a suitable time if needed to discuss the complaint.
 9. The Chief Executive Officer will investigate the complaint, or refer the matter to an external dispute resolution process by a body appointed for this purpose by Haley College. The *default* external body available is:

Resolution Institute

Level 1 and 2
13-15 Bridge Street
Sydney NSW 2000
Freecall: 1800 651 650
infoaus@resolution.institute

In either case, the investigation will be resolved and decisions made on the escalated complaint within twenty working days of the complaint being received in writing.

10. The complainant will be informed of any decisions or outcomes concluded in writing, with reasons provided for the decisions or outcomes. With this notification, all complainants will receive information on how they can progress their complaint if still unhappy.
11. If the complainant is not satisfied with the outcome, and the complaint is yet to be mediated by an external dispute resolution process, they may escalate the complaint in writing to the Haley College *Chief Executive Officer*. In this situation, the *Chief Executive Officer* will:
 - Acknowledge receipt of the escalated complaint in writing within five working days; and
 - Refer the matter to an external dispute resolution process by a body appointed for this purpose by Haley College.
 - Haley College will give due consideration to any recommendations arising from the external review within ten working days of the receipt of the recommendations.
 - The investigation will be resolved and decisions made on the complaint within thirty working days of the escalated complaint being received in writing.
12. The complainant will be informed of any decisions or outcomes concluded in writing, with reasons provided for the decisions or outcomes. With this notification, all complainants will receive information on how they can progress their complaint if still unhappy.

All stages of the complaints process are documented and notes provided to all parties involved, including the outcomes of the complaint at each stage and reasons for the decisions made. Each complaint and its outcome is recorded in writing and stored on the *Complaints Register*. This register is located at:

[Server / Management](#)

If at any stage Haley College considers more than 60 calendar days are required to process and finalise the complaint, Haley College:

- Informs the complainant in writing, including reasons why more than 60 calendar days are required; and
- regularly updates the complainant on the progress of the matter.

If the internal or external complaint handling or appeal process results in a decision that supports the student, Haley College immediately implements any decision and/or corrective and preventative action required and advises the student of the outcome.

At all times records of complaints and grievances are maintained confidentially. Haley College retains records of all complaints and grievances for a period of at least five years, allowing parties to the complaint or grievance appropriate access to these records.

35.2. Complaints Key Contacts

If the student is still not satisfied with the resolution of the complaint, they are directed to seek further assistance from the following additional parties:

Organisation	Details
Australia Skills & Quality Authority (ASQA)	1300 701 801 enquiries@asqa.gov.au
Skills Canberra	www.cmd.act.gov.au/skillscanberra/individuals
NSW Department of Education & Training	www.training.nsw.gov.au
NT Department of Education and Training	www.det.nt.gov.au
QLD Department of Education, Training & Employment	www.training.qld.gov.au
SA Department of Further Education, Employment, Science and Technology	www.training.sa.gov.au
Skills Tasmania	www.skills.tas.gov.au
Victorian Department of Education & Training	www.skills.vic.gov.au
WA Department of Training and Workforce Development	www.dtwd.wa.gov.au

35.3. Improvement Actions

Haley College confirms its commitment to investigate and act on any complaint raised, and also to take appropriate action in any case where complaints are substantiated. In cases where a complaint is upheld, Haley College endeavours to identify the cause of the complaint and implement steps to prevent the situation happening again.

All improvement actions arising from complaints are raised via an *Improvement Record*. Haley College maintains a *Continuous Improvement Register* for recording the receipt and management of improvement records.

Once improvement records are raised, activities review complaints and their causes, evaluate corrective actions to resolve the issue and prevent reoccurrence, implement appropriate actions, record results of actions undertaken and review these actions to ensure effectiveness after implementation.

The *Continuous Improvement Register* and *Improvement Records* are located at:

[Server / Management](#)

36. Assessment Appeals

Haley College provides all students with a formal appeals process, which draws on a commitment to all parties understanding their rights and responsibilities in the assessment process. Other grievances or issues not pertaining to assessments should be referred to Haley College's complaints processes.

Haley College's appeals process facilitates requests for a review of decisions, including assessment decisions, made by Haley College or a third party representative providing services on Haley College's behalf.

Haley College's appeals process follows the principles of natural justice and procedural fairness by allowing anyone subject to a decision by Haley College, or anyone who has allegations made against them, to tell their side of the story before a decision is made. There is no fee or charge levied for any appeal processed.

Haley College will maintain a student appellant's enrolment during any appeal process.

Haley College's process ensures that the decision-maker is independent of the decision being reviewed (for example, an assessor does not consider or decide an appeal against an assessment decision they made). If a student objects to actions taken or decisions made by Haley College personnel in conducting Recognition of Prior Learning and assessment services, they have the right to lodge an appeal.

Students also have the right to lodge an appeal against competency decisions made if:

- They believe the outcome is invalid; or
- They feel the process was invalid, inappropriate or unfair.

36.1. Appeals Process

Haley College's appeals process is publicly available on the Haley College's website.

1. Before making a formal appeal, students are required to discuss the matter with the relevant Haley College personnel in an effort to reach an agreement. Haley College personnel will undertake to reassess the decision that has been made.
2. If a student is still unhappy, they must lodge a formal appeal in writing to Haley College Chief Executive Officer.
3. Upon receiving a formal appeal, Haley College Chief Executive Officer will:
 - Acknowledge receipt of the appeal in writing within five working days; and
 - Appoint an independent member of personnel as a third party to try to resolve the issue. Any decision recommended by the third party is not binding to either party.

The independent member will review the information provided by all parties and either reject or uphold the appeal. The student will be advised of the outcome of the appeal in writing within 10 working days of lodging the appeal, including reasons for the decision made, and any additional appeal or complaint options available to them.

4. If a student, on receiving written advice on the initial appeal, is still unhappy they may lodge a second appeal to the Haley College Chief Executive Officer. The Haley College Chief Executive Officer will:
 - Acknowledge receipt of the further appeal in writing within five working days; and
 - Appoint another Registered Training Organisation (RTO) to review the appeal, at no additional cost to the student. This second registered training organisation will:
 - Uphold the appeal;
 - Reject the appeal; or
 - Recommend further evidence gathering by either party.

The student will be advised of the outcome of the appeal in writing within 20 working days of lodging the further appeal, including reasons for the decision made, and any additional appeal or complaint options available to them.

5. If a student, on receiving written advice on the further appeal, is still unhappy they have a right of appeal to:
 - Their relevant State Training Authority (STA) in each state and territory if an apprenticeship/traineeship based course; or
 - Alternatively to the Australian Skills & Quality Authority (ASQA) via the appropriate process.
<http://www.asqa.gov.au/complaints/making-a-complaint.html>

If at any stage Haley College considers more than 60 calendar days are required to process and finalise the appeal, Haley College:

- Informs the appellant in writing, including reasons why more than 60 calendar days are required; and
- regularly updates the appellant on the progress of the matter.

All stages of the appeals process are documented and notes provided to all parties involved, including the outcomes of the appeal and reasons for the decisions made. Each appeal and its outcome is recorded in writing and stored on the *Appeals Register*. This register is located at:

[Server / Management](#)

36.2. Improvement Actions

Haley College confirms its commitment to investigate and act on any appeal raised, and also to take appropriate action in any case where appeals are substantiated. In cases where an appeal is upheld, Haley College endeavours to identify the cause of the appeal and implement steps to prevent the situation happening again.

All improvement actions arising from appeals are raised via an *Improvement Record*. Haley College maintains a *Continuous Improvement Register* for recording the receipt and management of improvement records.

Once improvement records are raised, activities review appeals and their causes, evaluate corrective actions to resolve the issue and prevent reoccurrence, implement appropriate actions, record results of actions undertaken and review these actions to ensure effectiveness after implementation.

The *Continuous Improvement Register* and *Improvement Records* are located at:

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