

ASURIA (RTO Code 21912) – Complaints and Appeals Policy

Document Details	
Title	Complaints and Appeals Policy
Division	Skills
Controlled	Uncontrolled when printed

Version History			
Version No:	Date	Purpose of Change	Issued by
1.0	27/03/2017	Document established	Rinks Kandra
2.0	31/10/2017	Reviewed and Updated document	Kate Stella
3.0	30/04/2018	Reviewed and Updated document	Kate Stella
4.0	30/07/2019	Reviewed and Updated document	Rinks Kandra
5.0	16/1/2020	Reviewed and Updated document	Rinks Kandra
6.0	04/03/2021	Reviewed for Accuracy	Rinks Kandra
7.0	1/10/2021	Reviewed for Accuracy	Rinks Kandra
8.0	28/04/2023	Reviewed for Accuracy	Jackie Moriarty
9.0	30/10/2024	Reviewed for Accuracy	Rinks Kandra
10.0	02/04/2025	Reviewed and updated document	Jackie Moriarty

1. Policy

The complaints and appeals process outlined in this document applies to all current, former, and prospective participants in any course offered by Asuria; or any other relevant stakeholders involved in the course administration such as employers, schools, host employers, or placement hosts.

2. Procedure

Despite Asuria's best efforts to deliver satisfactory services to its participants, complaints may occasionally occur that necessitate formal resolution. The following procedure allows participants to address any issues related to a substantiated complaint or appeal concerning academic or non-academic matters. It aims to achieve resolutions that satisfy all parties involved, adhering to the principles of natural justice and procedural fairness. There is no charge for the complaints process unless it is escalated to an external appeals channel.

The same procedure should be followed if a third party is providing training on behalf of Asuria.

3. Complaints

Any existing, previous and prospective participant or third party may submit a formal complaint to Asuria with the reasonable expectation that all complaints will be treated with integrity and privacy. There are two ways to resolve complaints.

- **Informal process**
- **Formal process**

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INFORMAL

Where possible all informal attempts shall be made to resolve the complaint. This may include advice, discussions, and general mediation in relation to the issue. Any staff can be involved in this informal process to resolve issues. However, once a participant has placed a *formal* complaint / appeal - formal procedures must be followed.

FORMAL

Step 1: A participant who wishes to submit a formal complaint can do so by completing the 'Complaints Form' and state their case. This form can be accessed by contacting Asuria or on our website at www.asuria.com.au (under Complaints and Appeals Policy)

- Complaints are to include the following information:
 - Submission date of complaint
 - Name of complainant
 - Nature of complaint
 - Date of the event which led to the complaint
 - Attachments (if applicable)
- The form can be submitted by:
 - Emailing to feedback@asuria.com.au
 - Level 17, Tower A, 821 Pacific Highway, Chatswood NSW 2067
- Alternatively, an email can be sent to feedback@asuria.com.au addressing the above dot-points.

Note: All correspondence should be addressed to: **Attn: Asuria - Complaints Department**

Step 2: All formally submitted complaints or appeals are received by our centralised Quality & Compliance Team and then forwarded to the Manager of the respective program within 24hours. They will address the complaint in the first instance. Any complaint(s) they are not authorised to resolve will be directed to the Executive Director for follow-up and resolution.

Step 3: The complainant will be contacted within **2 working days** by the Manager, Executive Director or someone designated by the Manager. If required, the complainant may be requested to provide more information. He/ She will be informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.

Step 4: When a decision has been reached the Complainant will be informed of the decision or outcome that is concluded in writing and shall also be notified that they have the right of appeal. To appeal a decision Asuria must receive ground of the appeal in writing. Please refer to the appeals procedure below for further detail.

Step 5: The Manager or Executive Director will ensure that Asuria will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the participant, Asuria must immediately implement any decision and/or corrective and preventative action that are required and advise the participant of the outcome. If any Asuria Policy needs to be changed, necessary review will be taken immediately.

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4. Assessment Appeal Process

All participants have the right to appeal assessment decisions made by Asuria where reasonable grounds can be established.

- To activate the appeals, process the participant is to complete an ‘Appeals Form’ and clearly state the reason why participant feels the decision is unfair. The complainant needs to complete this form.
- This form can be accessed on our website at www.asuria.com.au (under Complaints & Appeals Policy) or requesting on feedback@asuria.com.au. The process for all formally lodged appeals will begin within **10 working days** of the receipt of appeal form.
- The Manager may organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate. The participant will have the right to appoint an independent nominee to attend all discussions.
- If a complaint or appeal (including any review process) takes more than 60 days to finalise, complainants will receive written correspondence explaining the delay.

The areas in which a participant may appeal a decision made by ASURIA may include:

APPEALING A DECISION	
Assessment/s Outcome	<ul style="list-style-type: none"> • Notify your Assessor in the first instance and try to resolve the issue or get it re-assessed in an informal manner. The Assessor may decide to re-assess the participant to ensure a fair and equitable decision is gained. The assessor will complete a written report regarding the re-assessment outlining the reasons to the Manager. The appeal will be entered into the ‘CA&I Reporting Register’. • Lodge an appeal by completing the Appeals form outlining the reasons for the appeal, if still unsatisfied with the decision. • The Manager may indicate the assessment decision stands or request for a possible re-assessment by a ‘third party’. The third party shall be another assessor appointed by Asuria. • The participant shall be notified in writing of the outcome with reasons for the decision. If not satisfied, participant shall be provided the option of seeking the external appeals channel. Notify Asuria if participant wishes to proceed with the external appeals channel.
Decision that is made after a complaint has been dealt with by Asuria in the first instance	<ul style="list-style-type: none"> • If not satisfied with the resolution, lodge an appeal and notify Asuria in writing within 20 working days commencing three days after the date of the written communication of decision or outcome of the complaint. Clearly outline grounds of the appeal on the Appeal form and attach any supporting documentation. • The participant shall be notified in writing of the outcome with reasons for the decision. If not satisfied, participant shall be provided the option of seeking the external appeals channel. Notify Asuria if participant wishes to proceed with the external appeals channel.
Asuria initiated deferral, suspension, or cancellation decisions	<ul style="list-style-type: none"> • If not satisfied with the resolution, lodge an appeal and notify Asuria in writing within 20 working days commencing three days after the date of the written communication of decision or outcome of the complaint. Clearly outline grounds of the appeal on the Appeal form and attach any supporting documentation. • The participant shall be notified in writing of the outcome with reasons for the decision. If not satisfied, the participant shall be provided the option of seeking the external appeals channel. Notify Asuria if participant wishes to proceed with the external appeals channel.

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5. Dispute Resolution – Stakeholder

If a complaint cannot be satisfied to a stakeholder's satisfaction, this section of the policy outlines the preferred process for resolution in circumstances when disputes arise. Asuria seeks to provide best practices to avoid, manage and resolve disputes.

Dispute resolution is how disputes are brought to an end. This can occur through negotiated outcomes, mediated outcomes or an arbitrated outcome. Asuria will provide assistance to stakeholders seeking to resolve disputes within the bounds of this Policy through advice, training and where relevant, assistance through mediation. Asuria will, in disputes with stakeholders, seek to resolve the dispute at the earliest and most informal stage of complaint resolution.

Where it is not possible to resolve a dispute through informal or formal negotiations or mediation, Asuria will access the services of an appropriate service to formally conciliate and make recommendations for resolution.

External independent/Third party Mediator

If a participant disagrees with the outcome of the appeal, they can request mediation through external independent/third party mediator listed below:

- **National Training Complaints Hotline** 13 38 73
- **Dispute Settlement Victoria** Dispute Assessment Officer
Level 4, 456 Lonsdale Street
Melbourne VIC 3000
Ph.: 1300 372 888
<http://disputes.vic.gov.au/>
- **NSW Fair trading** 13 32 20
- **Consumer Protection WA** Gordon Stephenson House
140 William Street, Perth
1300 30 40 54
- **Department of Justice** PO Box 56, Rosny Park TAS 7018
Phone. 1300 13 55 13.
Email. cbosinfo@justice.tas.gov.au
- **Australian Skills Quality Authority** Australian Skills Quality Authority
GPO Box 9928 Brisbane QLD 4001
Ph.: 1300 701 801
<https://www.asqa.gov.au/complaints>

Where a decision or outcome is in favour of the participant, Asuria shall follow the required action and recommendation from the third-party mediator to satisfy the participant's appeal as soon as practicable.

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6. Review

This policy is due for review two years from its date of last review or earlier if required by legislative or regulatory changes.

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8. Ownership

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9. Disclaimer

This Policy and Procedure document is designed to assist employees of Asuria in performing their duties and responsibilities, and otherwise to set out general information in relation to certain subjects.

To the extent that this Policy and Procedure document requires an employee of Asuria to do, or refrain from doing something, it constitutes a direction from Asuria to the employee, with which the employee must comply. Non-compliance may lead to disciplinary action up to and including termination of employment.

Asuria may alter or withdraw this Policy from time to time or choose not to apply any part or all of this procedure in a particular instance at its absolute discretion, unless expressly stated otherwise in this document, or in an underlying template document contained on or linked through this page. Because this Policy and procedure document and any underlying policies and procedures may be changed by Asuria from time to time, this site should always be accessed to ensure that the Policy and procedure being accessed is the current version. Employees should not rely on printed documents without checking the current status of this Policy and Procedure via SharePoint.