



Complaints and Appeals Policy

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Distribution

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Approval

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1. Purpose

This document specifies Inventorium RTO Pty Ltd.'s (Inventorium RTO) complaints and appeals policy and procedure. It sets out guidance to staff and learners regarding learner complaints and appeals relating to academic and non-academic matters.

2. Scope

This document applies to all staff and learners in Inventorium RTO.

3. Definitions

- 3.1 *Complaint*: a statement that something is unsatisfactory or unacceptable.
- 3.2 *Appeal*: to apply for review of decisions, including assessment decisions, made by Inventorium RTO or a third-party providing services on Inventorium RTO's behalf (if applicable).
- 3.3 *RTO Senior Management Team*: includes the CEO, RTO Manager, COO.
- 3.4 *Academic Matters*: refer to all matters directly related to study activities such as teaching and training, attendance, assessment, progress, course content, facilities, curriculum, trainers, assessors, course materials or course documents such as learning materials, transcripts or qualifications.
- 3.5 *Non-Academic Matters*: refer to all matters not directly related to training and assessment activities such as the enrolment process, payment of fees or other financial matters, contractual matters including withdrawals & refunds, interpersonal matters when interacting with other learners or Inventorium RTO staff or stakeholders, student services matters, data management and its privacy and all other matters.

4. Policy statement

4.1 Complaints

Learners are entitled to make a complaint about their learning experience at any time should the need arise. A complaint can be about any aspect of the Inventorium RTO business, and includes issues regarding the conduct of:

- a. Inventorium RTO, its trainers, assessors and other staff.
- b. a third-party providing services on Inventorium RTO's behalf, its trainers, assessors or other staff; or
- c. a learner of Inventorium RTO.

Inventorium RTO encourages learners to attempt to resolve their grievance informally prior to submitting a formal complaint.

Complaints are to be submitted by completing the online *Complaints Form*. Inventorium RTO will acknowledge receipt of the complaint, via email, within 5 working days of receipt.

Inventorium RTO will action the complaints processes within 10 working days of receiving the formal written lodgment of the complaint. Inventorium RTO will give regular updates on the progress of the complaint, via email, to the complainant, the regularity of which will be set on a case-by-case basis.

4.2 Appeals

- 4.2.1 Inventorium RTO has an appeals policy to manage requests for a review of decisions, including assessment decisions made by Inventorium RTO or a third-party providing services on Inventorium RTO's behalf (if applicable).
- 4.2.2 Learners are entitled to appeal assessment outcomes, complaints handling outcomes and general decisions if they feel the decisions made are unjust.
- 4.2.3 Learners can appeal assessment decisions, complaints handling outcomes or general decisions up to fifteen working days after they have been informed of the decision.
- 4.2.4 Inventorium RTO encourages learners to attempt to resolve their grievance informally prior to submitting a formal internal appeal.
- 4.2.5 Internal appeals may be submitted by completing the online *Appeals Form*.
- 4.2.6 Inventorium RTO will acknowledge receipt of the appeal, via email, within 5 working days.
- 4.2.7 Inventorium RTO will ensure the internal appeals processes will begin within 10 working days of receiving the formal written lodgment of the internal appeal.
- 4.2.8 Inventorium RTO will ensure that the internal appeal decision maker is independent of the decision being reviewed.
- 4.2.9 Inventorium RTO will give regular updates on the progress of the appeal, via email, to the appellant, the regularity of which will be set on a case-by-case basis.
- 4.2.10 Learners are also entitled to access the external appeals process at minimal or no cost if not satisfied with the result or conduct of the internal complaint handling and appeals process.