



Complaint and Appeals Policy

Complaints and Appeals Policy

360 Training Academy treats complaints and appeals from staff, partner organisations, participants, and other parties very seriously and will deal with these in an effective and timely manner. Complaints can be made about 360 Training Academy, its staff, other learners or third parties. 360 Training Academy is typically aiming to resolve all complaints within three weeks.

360 Training Academy will act upon any substantiated complaints or appeals, these will be recorded into 360 Training Academy's RTO Management System and will lead where appropriate, to continuous improvement activities.

The data entry responsibility including maintaining security of these complaints and appeals lies with 360 Training Academy's CEO.

A person or organisation can complain about any aspect of our dealings with them, and the participant can appeal any decision we make, including assessment decisions.

In the first instance that a person or organisation is unhappy or dissatisfied with an aspect of our service delivery, they should consult their trainer and assessor, customer service staff or 360 Training Academy's CEO. Work Employers or Companies should contact 360 Training Academy's CEO.

We would encourage Participants should contact their trainer. The trainer should be the first point of contact for participants, the aim of this first contact is to resolve the issue quickly.

If the participants complaint is about the trainer, and they are uncomfortable discussing this issue with

the trainer then they should contact 360 Training Academy's CEO.

Should the complaint or appeal not be resolved in the first instance, then the complainant is requested to formally lodge a complaint or appeal by completing either the complaint or appeal form, these forms are available from the Trainer, 360 Training Academy's CEO or 360 Training Academy's Customer Service.

The appellant or complainant can take the form away to complete, but this should be returned within 48 hours so the matter can be promptly investigated.

Should the complaint be about 360 Training Academy's CEO, either in their role as a trainer, or in their role as 360 Training Academy's CEO, then the customer service representative is able to receive and process the complaint or appeal.

This formal complaint or appeal will be entered our Complaints or Appeals register for tracking purposes. This is the responsibility of 360 Training Academy's CEO, the receipt of the Complaint or Appeal will be formally acknowledged within one business day, in writing by 360 Training Academy's CEO.

Should the nature of the complaint refer to criminal matters or where the welfare of people is in danger, 360 Training Academy will, with the permission of the participant, seek assistance from other authorities such as the Police, Legal Representative or other parties as appropriate.

Participant confidentiality will always be maintained as is consistent with Australian Law. At all times the principles of Natural Justice be upheld, these being:

- That both sides of the complaint will be informed of the complaint and
- That both sides of any complaint will be heard after enough time has been provided for both sides to prepare their arguments
- That an investigation will be conducted without undue delay

- The participant will be allowed to continue their course without penalty until such time as the final decision has been determined.

Further details on Natural Justice can be accessed from the Ombudsman's office in the state or territory in which the training and assessment is being conducted or found online on www.ombudsman.gov.au.

360 Training Academy will ensure that the participant's academic progress will remain unimpeded by their complaint or appeal. Upon receipt of the formal complaint or appeal, 360 Training Academy's CEO will be responsible for resolving the issue. This will involve at least a formal interview with the participant, the trainer and 360 Training Academy's CEO if appropriate.

Should the issue still not be resolved to the student's satisfaction, 360 Training Academy will make arrangements for an independent third party to resolve the issue and outline any costs that may be involved with this to the student. The student will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer than 14 days.

All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14-day period. If the process is taking longer than 60 days from the complaint or appeal being received the student will be notified in writing of the reason for the delay and kept informed about all progress.

If the student is still not happy with external mediation, he / she may take his / her complaint to the Queensland Training Ombudsman.

All documentation relating to complaints or appeals should be archived for audit purposes.

ASQA accepts complaints about training providers such as 360 Training Academy from all members of the community. ASQA takes a risk-assessment approach to student complaints, which allows them to focus on risks to the quality of vocational education and training in Australia.

ASQA is not a consumer protection agency and cannot act as an advocate for individual students. However, ASQA highly values complaints about training providers—all complaints are used as intelligence to inform regulatory activities.

For more information on how ASQA handles complaints, refer to ASQA's policy on Managing complaints about training providers.

[Managing complaints about training providers \(PDF\)](#)

A further option available to students and organisations is the National Training Complaints Hotline. This number is 13 38 73 and is staffed Monday–Friday, 8am to 6pm nationally. More details on the National Complaints Hotline can be found at www.education.gov.au/NTCH.

The Queensland training ombudsman can provide students with advice about rights and responsibilities within the VET sector, see www.trainingombudsman.qld.gov.au for more information.

Assessment Appeals

In rare circumstances, the participant may object to decisions made by 360 Training Academy, including assessment outcomes, and wish to appeal these decisions.

Possible grounds for an Assessment appeal could be (and others are possible):

- The correct response was provided however the response was marked incorrect in error
- The material assessed was not covered in learning materials
- The response provided by the participant was the response provided in class
- Or any other reason.

In the case of the Assessment appeal, the participant will follow the same basic steps as outlined in the complaint and appeal section. Discuss the issue with your trainer and seek their opinion.

If you are still dissatisfied, complete the appeals form and submit it to 360 Training Academy's CEO

who will:

- provide written receipt of your case within one business day,
- review your case and if desired, you will be able to present your case to 360 Training Academy's CEO.

360 Training Academy's CEO will review your case with you and provide you with a written response, including the reasons for the response.

At all times, the participant is to be kept updated as to the progress and resolution of the matter. Irrelevant of the process undertaken to resolve the matter, the appellant will be provided with a formal written statement of the resolution of the complaint or appeal and this will state the reasons for the decision.

At all times will we keep our participants informed of the progress of their complaint and appeal; should this process take longer than sixty (60) days we will keep the participant informed of these reasons through written correspondence.

Discipline

If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a participant, the trainer has the authority to:

- Warn the participant that their behaviour is unsuitable, or
- Ask a participant to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

360 Training Academy has a zero-tolerance policy towards illegal drugs. Any person found to be in possession or under the influence of illegal drugs will be asked to leave the premises.

Anybody found to be under the influence of drugs or alcohol that will adversely affect their performance will be asked to leave the premises.

In some cases, prescription drugs will affect your performance, please discuss this with your trainer prior to course commencement.

Cheating or plagiarism (copying of someone else's work) will not be tolerated and will result in the participant's assessment being dismissed.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and participants. Any breach of our disciplinary Standards will be discussed with the trainer and 360 Training Academy CEO and the appropriate action will be taken.

If a participant wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure.