



## P-010 COMPLAINTS AND APPEALS POLICY AND PROCEDURE v1

### P-010 Complaints and Appeals Policy and Procedure v1.0

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#### Purpose

The purpose of this policy and procedure is to outline Dijan Training Program and its commitment to managing dissatisfaction formal complaints and appeals of learners, clients staff members and community.

It provides a transparent approach for all complaints and appeals to be addressed in a fair equitable efficient and confidential manner related to training, assessment, conduct, or services provided by Dijan Training Program Ltd.

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#### Definitions

**Complaint** means a person's formal expression of dissatisfaction with any product or service provided by Dijan Training Program Ltd.

**Appeal** means a request for a decision made by Dijan Training Program Ltd to be reviewed.

**Services** means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as learner counselling, mediation, or ICT support.

**Standards** means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework

**ASQA** is the Australian Skills Quality Authority. It is the national regulator for Australia's vocational education and training (VET) sector

**Training Provider** means Registered Training Organisation RTO : in this policy it refers to Dijan Training Program Ltd

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1. Dijan Training Program Pty Ltd responds to all claims involving the conduct of:
  - The RTO, its trainers and assessors and other staff.
  - Any third-party providing Services on behalf of Dijan Training Program Ltd.
  - Any learner or client of Dijan Training Program Ltd.
2. Complaints may be made in relation to any of Dijan Training Program Ltd 's services and activities such as:
  - the application and enrolment process
  - marketing information

- the quality of training and assessment provided.
- training and assessment matters, including learner progress, learner support and assessment requirements.
- the way someone has been treated.
- the actions of another learner

3. Appeals should be made to request that a decision made by Dijan Training Program Ltd is reviewed. Decisions may have been about:

- course admissions
- refund assessments.
- response to a complaint
- assessment outcomes / results
- other general decisions made by Dijan Training Program Ltd

*\*Learners who are concerned about the conduct of DPT are encouraged to attempt to resolve their concerns using this procedure*

4. Dijan Training Program Ltd is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias and follow the principles of natural justice.

5. Through this policy and procedure, Dijan Training Program Ltd ensures that complaints and appeals:

- Are responded to in a consistent and transparent manner.
- Are responded to promptly, objectively, with sensitivity and confidentiality.
- Can be made at no cost to the individual except in the circumstance where the individual initiates legal advice.
- Is used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

*\*DTP is committed to Continuous Improvement and takes all complaints as an opportunity to inform and improve current practices.*

6. Dijan Training Program Ltd acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant or when the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Dijan Training Program Ltd.)

The independent party recommended by Dijan Training Program Ltd is Australian Dispute Centre who have a cost of \$1,100 per matter, however complainants and appellants can use their own external party at their own expense.

Complaints and appeals should be made in writing using the Complaints and Appeals Form, or other written format and sent to Dijan Training Program Ltd 's head office 20 Second Steet, Katherine NT 0850 Australia

TEL: 08 89719500 Attention: Chief Executive Officer.

- *If the complainant is unable to provide written documentation of their complaint, they are invited to engage an independent support person or a DTP Administration Officer to write their complaint for them. This is through using a verbal record or to record the complaint through Voice Memo or similar with their permission to do so.*

Appeals must be made within 30 calendar days of the original decision being made.

When making a complaint or appeal, provide as much information as possible to enable Dijan Training Program Ltd to investigate and determine an appropriate solution. This should include:

- The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
- Any evidence you have to support your complaint or appeal.
- Details about the steps you have already taken to resolve the issue.
- Any suggestions about how the matter might be resolved.

7. Key persons of the management team of Dijan Training Program Ltd may be involved in resolving complaints and appeals as outlined in the procedures with adherence to the Privacy Policy.
8. Where a learner accesses this policy and procedure, Dijan Training Program Ltd will maintain the learner's enrolment while the complaints/appeals handling process is ongoing.

### **Learners and Stakeholders can submit**

9. Complaints and appeals will be finalised within 60 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time as the matter is resolved.
10. Dijan Training Program Ltd will maintain a record of all complaints and appeals and their outcomes on the *Complaints and Appeals Register*.

11. Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

## **Procedure**

### **1. Complaints**

#### Lodging a Complaint

- Complaints must be made in writing using the Complaints and Appeals Form or other written format.
- Submit the complaint to the CEO, who will acknowledge receipt within 3 business days.

#### Investigation

- Complaints are reviewed and investigated by the CEO or CEO delegate.
- If it involves the CEO, the Board of Directors will handle the complaint.
- Investigations may involve collecting information from the complainant, respondents, and third-party training providers if applicable.

#### Resolution

- Complaints should be resolved within 60 calendar days.
- If more time is needed, the complainant will be notified in writing and updated weekly.
- A written outcome will be provided, including findings, actions taken, and the complainant's right to appeal.

#### Records and Improvement

- The outcome is recorded in the Complaints and Appeals Register.
- Recommendations are added to the Continuous Improvement Register.
- Relevant records are stored in the complaints file and applicable learner/staff files.

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## **2. Appeals Procedure**

#### Lodging an Appeal

- Appeals must be submitted in writing to the CEO within 30 calendar days of the decision.
- Appeals against assessment decisions will involve a second marking by an independent assessor.

#### Investigation and Resolution

- Appeals are reviewed by the CEO and/or RTO Business Manager.
- Where necessary, an independent mediator may be engaged.
- Appeals must be resolved within 60 calendar days; extensions will be communicated in writing with weekly updates.

#### Outcome

- Appellants are informed in writing of the outcome, reasons, and improvement recommendations.
- Updates are recorded in the Complaints and Appeals Register and if appropriate, added to the Continuous Improvement Register.

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### **3. Independent Review**

#### External Options

- If internal processes are exhausted, complainants/appellants may seek external resolution.
- DTP recommends the Australian Dispute Centre (cost \$1100), or individuals may choose their own party at their own expense.

#### Cooperation with External Review

- DTP will fully cooperate with any authorised external review.
- All necessary records will be made available, and staff will support the process as required.

### **External Support and Reporting to ASQA**

- Learners can contact the National Training Complaints Hotline for referral to the appropriate body
- Complaints about training quality, business practices, or misconduct can be submitted to ASQA through the ASQA Portal
- Tip-offs regarding misconduct or unethical behaviour can also be submitted to ASQA

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### **4. Student Rights During the Complaints and Appeals Process**

- Natural Justice: DTP are committed to ensure all learners are given the opportunity to be heard and receive an unbiased decision.
- Non-Retaliation: No learner will be penalised for raising concerns or making a formal complaint or appeal.
- Support: Learners may bring a support person to meetings; the role of the support person is non-interruptive.
- Conduct quarterly internal audits of learner files and SMS records
- Document audit outcomes and improvement actions
- Maintain a Continuous Improvement Register to track systemic issues

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### **5. Monitoring and Continuous Improvement**

- DTP will conduct quarterly internal audits of learner files and SMS records
- Document audit outcomes and improvement actions
- Maintain a Continuous Improvement Register to track systemic issues

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### **Related Standards**

Standards for RTOs 2015:

Clause 1.7: Ensure learners receive appropriate support to complete their training.

Clause 1.8: Ensure assessments meet principles of assessment and rules of evidence.

Clause 3.4: Issue AQF certification within 30 days of completion and final payment.

Clause 3.6: Retain records of qualification issuance for 30 years.

Clauses 5.1–5.4: Provide clear pre-enrolment information and notify learners of any changes.

Clauses 6.1–6.3: Maintain fair and transparent processes for complaints and appeals, ensuring natural justice and continuous improvement.

Clause 7.3: Ensure protection of prepaid fees.

### **Relevant Documents**

Access to Records Request Form

Complaints and Appeals Form

Learner Assessment Appeals Form

Learner Handbook

Complaints and Appeals Register

Continuous Improvement Register

Whistle Blower Policy

Certificate Issuance Policy and Procedure

Training and Assessment Strategy

Marketing and Advertising Policy