




Complaints and Appeals POLICY

Version Control	
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Policy owner:	CEG Training Partnerships & Adelaide Institute of Hospitality ('AIOH')
Authorised by:	Andrew Anninos
Revision dates:	01/09/2021
Version:	5
This version:	This version replaces all previous versions of the Complaints and Appeals Policy for CEG – Training Partnerships.
References:	<ul style="list-style-type: none"> Standards for Registered Training Organisations (RTO's) 2015 National Vocational Education and Training Regulator Act 2011
Related documents:	<ul style="list-style-type: none"> 042-TP-FRM – Student Complaint Form 043-TP-REG – Complaints Register 044-TP-PRO – Complaints and Appeals Procedure 045-TP-REF – Student Code of Behaviour 046-TP-REF – CEG-TP Code of Practice 047-TP-PRO – Student Behaviour Procedure
Relationship to Standards	
Standard 6	Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.
Clauses 6.1-6.6	Manage Complaints and Appeals
Approval	
Approved by:	Anika Duffy
Signature:	
Introduction/Overview	This policy is designed to ensure that CEG – Training Partnerships maintains compliance with the regulatory requirements set out in Standard 6, Clauses 6.1 to 6.5 inclusive, relating to documenting complaints and appeals and ensuring they are dealt with fairly, efficiently and effectively.
Purpose	The main purpose of this policy is to ensure all students and persons engaged in provision of services by CEG – Training Partnerships are informed of our requirements for compliance with Standard 6, Clauses 6.1 to 6.5 and that the onus on meeting requirements rests with both the staff/contractor and organisation as specified in this policy document.
Scope	The scope of this document is limited to student complaints and appeals.
General Principles	The following sets out the requirements of the Complaints and Appeals policy in detail.

1.	CEG – Training Partnerships is responsible for ensuring that policies and procedures are in place to resolve all complaints that may arise during the delivery of training and assessment services to students.
2.	CEG must ensure that all parties involved in the process are protected and supported through the process and provided with clear guidelines relating to the process.
3.	All complaints will be dealt with confidentially and privacy will be maintained as far as possible within the requirements of the Complaints and Appeals procedure.
4.	CEG – Training Partnerships will ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeal process.
5.	CEG – Training Partnerships will consult with complainants and work towards an outcome that is satisfactory to all parties wherever possible.
6.	If an agreed outcome cannot be reached students may engage a third party to facilitate a dispute resolution, in accordance with the Complaints and Appeals procedure.
7.	Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO: <ul style="list-style-type: none"> • Informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and Regularly updates the complainant or appellant on the progress of the matter.
8.	Where a complaint is made involving the conduct of a learner, Student Behaviour Procedure is to be followed
9.	CEG – Training Partnerships Complaints and Appeals Policy and Procedure are publicly available on its website.
Guidelines and Limitation	
1.	CEG – Training Partnerships Compliance and Management staff facilitate the Complaints and Appeals process.
2.	To facilitate the day to day implementation of this policy and in the absence of the Chief Executive Officer, the Chief Executive Officer has delegated the implementation of this policy to the Compliance Manager.
Additional information	