

Complaints & Appeals Procedure

Complaints Procedure

Informal complaints

Prior to initiating a formal complaint process, the parties involved are expected to attempt to resolve concerns directly. It is expected that many concerns can be resolved in this manner and learners are encouraged to raise concerns directly with their trainer, particularly where the concerns are adversely affecting the learning environment.

Stage one – Formal Complaint

Where the parties involved are unable to successfully resolve the concern directly, then a formal complaint or appeal may be lodged in writing either using the form available (on request) or by email. The complaint should include the following information:

- Complainant's full name and contact details
- Details of the complaint
- The complainant's desired outcome
- Reasons outlining the escalation to a formal process
- If the complaint relates to another party, that party's full name

The completed form can be emailed to Learning Sphere or mailed directly to the Head Office. The complaint will be provided to the Compliance Manager who will:

- Acknowledge receipt of all complaints in writing within 2 business days. The acknowledgement outlines the anticipated review period.
- Notify the General Manager of the complaint
- Commence the investigation into the complaint
- Record details of the complaint in the Complaint and Appeals Register

The investigation process will commence no later than 10 business days after submission and including the following:

- Assess the complaint and speak with the complainant and respondent
- Discuss the complaint with any staff members involved or named in the complaint
- Arrange conciliation and mediation where applicable
- Determine the outcome, and advise the Complainant in writing of the decision, including the reasons for the decision within 10 business days.

If more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be advised in writing, outlining reasons why more than 60 calendar days are required, and provide regular updates on the progress of the matter.

Stage Two - Appeal

If the complainant is not satisfied with the outcome of Stage One, they may lodge an appeal against the decision. This must be done in writing to the Compliance Manager. Where the complaint directly involves the Compliance or General Manager, a suitable, independent person (internal or external) will be appointed to assess the complaint and determine the outcome.

All necessary consultations will be undertaken, and a decision made within 15 business days. The Appellant will be advised in writing of the outcome, including the reasons for the decision, within 10 business days thereafter.

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Each party has the option to be accompanied or assisted by another person, at that party's cost and the Appellant will be advised of their right to progress to Stage Three of the complaints' procedure if they consider the matter unresolved.

Stage Three – Independent Third-Party review

Where the complainant is dissatisfied with the outcome of the appeal, they can request a review of the decision from an independent external third party at their own cost. Requests for independent third-party review of decisions are to be lodged in writing within 20 business days of the appeal decision and are referred to an independent third party or external mediator, determined by Learning Sphere.

The third-party review will acknowledge receipt of the request in writing providing the anticipated review period and the independent review officer. Details are recorded in the Complaints and Appeals Register and discloses any costs associated with a third-party review, so all parties are aware of any costs they may incur.

The independent reviews the initial decision and if they find in favour of appellant are implemented immediately and the General Manager notified of any actions to be implemented. All documentation is securely filed, and the outcome and continuous improvement action noted in the Complaints and Appeals Register.

Appeals Procedure

We encourage, where possible that the decision made for the initial complaint is discussed and implemented with the complainant, however if they are still dissatisfied with the outcome, they have the right to take their appeal to a formal stage.

They must advise of their decision to appeal within ten (10) business days of the original assessment outcome date.

If a learner is citing a medical emergency as the reason for appeal, the appeal must be lodged within 5 business days of the date on the medical certificate.

Cancellation of enrolment appeal

A learner has the right to appeal the decision made to cancel enrolment. A learner will be advised if their enrolment is to be cancelled and this will contain details on how to lodge an appeal. Learners can lodge the appeal up to 15 business days from the date on the termination letter and outline the reasons why cancellation of enrolment should not occur and what the learner will do to ensure engagement in their studies

Responsible Officer

The responsible officer for the implementation and training for this Policy and Procedure is the General Manager.



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Publishing details

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