

Consumer Protection, Complaints and Appeals Policy



COMTECH
TRAINING

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Consumer Protection, Complaints and Appeals Policy

Purpose

To ensure Comtech provides and maintains a fair and transparent complaint and appeals process which clearly sets out Comtech's responsibilities to all staff and students and which enables students to understand their rights as a student with Comtech.

Comtech protection, complaints and appeals policy ensures effective, transparent and non-discriminatory management of all behavioural or assessment complaints as presented to Comtech which may involve the conduct of;

- All Comtech Staff, including trainers and assessors
- Any third party who may be contracted by Comtech who is providing services on behalf of Comtech
- Any other Comtech student

Legislative reference –Standards for Registered Training Organisations (RTOs) - 2.2, 5.2, 6.1-6.6

Consumer Protection Officer

All students have access to the Consumer Protection Officer. This person can be used as the mediator for students lodging complaints or appeals where required, to ease the process for student. The Consumer Protection Officer for Comtech is:

Consumer Protection Officer

Vicki Buckley,
223 Star St,
Welshpool,
WA 6106

Comtech is obliged to ensure that all students are aware of the complaint and appeals process. Prior to enrolment, each student is made aware of Comtech consumer protection, complaints and appeals policy which is clearly identified in Comtech student Handbook and Comtech website.

1. Complaints & Appeals Process

Where a **COMPLAINT** is made, Comtech ensures that all staff are informed of the correct process so as to resolve the matter in an efficient and transparent manner in applying the following procedure;

- 1.1 Identify the nature of the complaint – Is the complaint regarding;**
- i. The delivery of services provided, including but not limited to,
 - a. enrolment,
 - b. class schedules,
 - c. class sizes,
 - d. delivery of course content,
 - e. trainer knowledge and preparation for class
 - f. standard of equipment used in training,
 - g. Comtech LMS system,
{Annex A – Complaints process}
 - ii. Preparation for assessment,

assessment process,
{Annex B- Assessment Appeals Process}

- iii. The treatment of a student by Comtech staff or by another student, including but not limited to;
Bullying and harassment
Discrimination
Health & safety
{Annex A – Complaints process}
- iv. Comtech policies including fees and charges
{Annex A – Complaints process}

- 1.2 Outline Comtech complaints process to the Student, noting that once a formal complaint is lodged, Comtech shall endeavour to resolve fairly and efficiently.
- 1.3 Outline to the Student that each complaint must be lodged in writing, addressed to the Consumer Protection Officer, a copy of which is at all times available to the client.
- 1.4 Consider the level of seriousness of the complaint.
- 1.5 Identify the parties involved.
- 1.6 Where possible endeavour to resolve the complaint at the first opportunity fairly and efficiently.
- 1.7 Where a complaint cannot be resolved at first instance, refer the complaint immediately to the Consumer Protection Manager.
- 1.8 Each complaint as received by the Consumer Protection Manager will be considered in confidence, evaluated and a transparent and fair investigation immediately initiated.
- 1.9 Each complaint shall be finalised as soon as practicable. Comtech endeavours to resolve all complaints as presented within 10 working days from the receipt of the complaint.
- 1.10 In exceptional circumstances if Comtech requires more than 60 calendar days to process or finalise a complaint as presented, Comtech will inform the complainant in writing outlining the reasons as to why 60 days are required and regularly update the Student as to the progress of the matter.
- 1.11 If a student is not satisfied with the outcome of a complaint investigation or where Comtech fails to appropriately investigate the complaint, Comtech will refer the complaint and the student to an independent third party for further consideration.
- 1.12 Where a student is not satisfied with the outcome of a complaint investigation by Comtech or further by an independent third party, they can contact the Australian Skills Quality Authority ASQA.

Where an **APPEAL** is lodged is made, Comtech ensures that all staff are informed of the correct process so as to resolve the matter in an efficient and transparent manner in applying the following procedure;

Comtech encourages all students before lodging a formal appeal, to engage with the assessor so as to resolve the situation directly with the assessor. However, if the issue cannot be resolved on this basis, Comtech staff must apply the following procedure;

- 1.13 Identify the nature of the appeal as lodged – Is the complaint regarding;**
- i. the delivery of services provided, including but not limited to,
 - enrolment,
 - class schedules,
 - class sizes,
 - delivery of course content,
 - trainer knowledge and preparation for class
 - standard of equipment used in training,
 - Comtech LMS system,*{Annex A – Complaints process}*
 - ii. preparation for assessment,
 - assessment process,*{Annex B- Assessment Appeals Process}*
 - iii. The treatment of a student by Comtech staff or by another student, including but not limited to;
 - Bullying and harassment
 - Discrimination
 - Health & safety*{Annex A – Complaints process}*
 - iv. Comtech policies including fees and charges
 - {Annex A – Complaints process}*
- 1.14** Outline Comtech appeals process to the Student, noting that once a formal appeal is raised, Comtech shall endeavour to resolve fairly and efficiently.
- 1.15** Outline to the Student that each appeal must be lodged in writing, addressed to the Consumer Protection Officer, a copy of which is at all times available to the client
- 1.16** Identify the parties involved
- 1.17** Where possible endeavour to resolve the appeal at the first opportunity fairly and efficiently
- 1.18** Where an appeal cannot be resolved at first instance, refer immediately to the Consumer Protection Manager.
- 1.19** Each appeal as lodged with the Consumer Protection Manager will be considered in confidence, evaluated and a transparent and fair investigation immediately initiated.

- 1.20** Each appeal raised shall be finalised as soon as practicable. Comtech endeavours to resolve all appeals as presented within 10 working days from the receipt of the complaint.
- 1.21** In exceptional circumstances if Comtech that more than 60 calendar days are required to process or finalise an appeal as raised, Comtech will inform the complainant in writing outlining the reasons as to why 60 days are required and regularly update the student as to the progress of the matter.
- 1.22** If a student is not satisfied with the outcome of an appeal investigation or where Comtech fails to appropriately investigate the appeal, Comtech will refer the matter on appeal and the student to an independent third party for further consideration.
- 1.23** Where a student is not satisfied with the outcome of an appeal investigation by Comtech or further by an independent third party, they can contact the Australian Skills Quality Authority ASQA.

2. Security of Documents

All documents are secured electronically in the complaints folder in the Management File in RTT Drive.

3. Smart and Skilled Trainees

Where the student cannot resolve their complaint with the Training Provider then they can contact Training Services NSW by:

- Applying online (www.training.nsw.gov.au/build/online/forms/general_enquiry_dorm.html)
- Phone on 1300 772 104
- In person at a Training Services NSW regional office See:

http://www.training.nsw.gov.au/about_us/sts_contacts.html

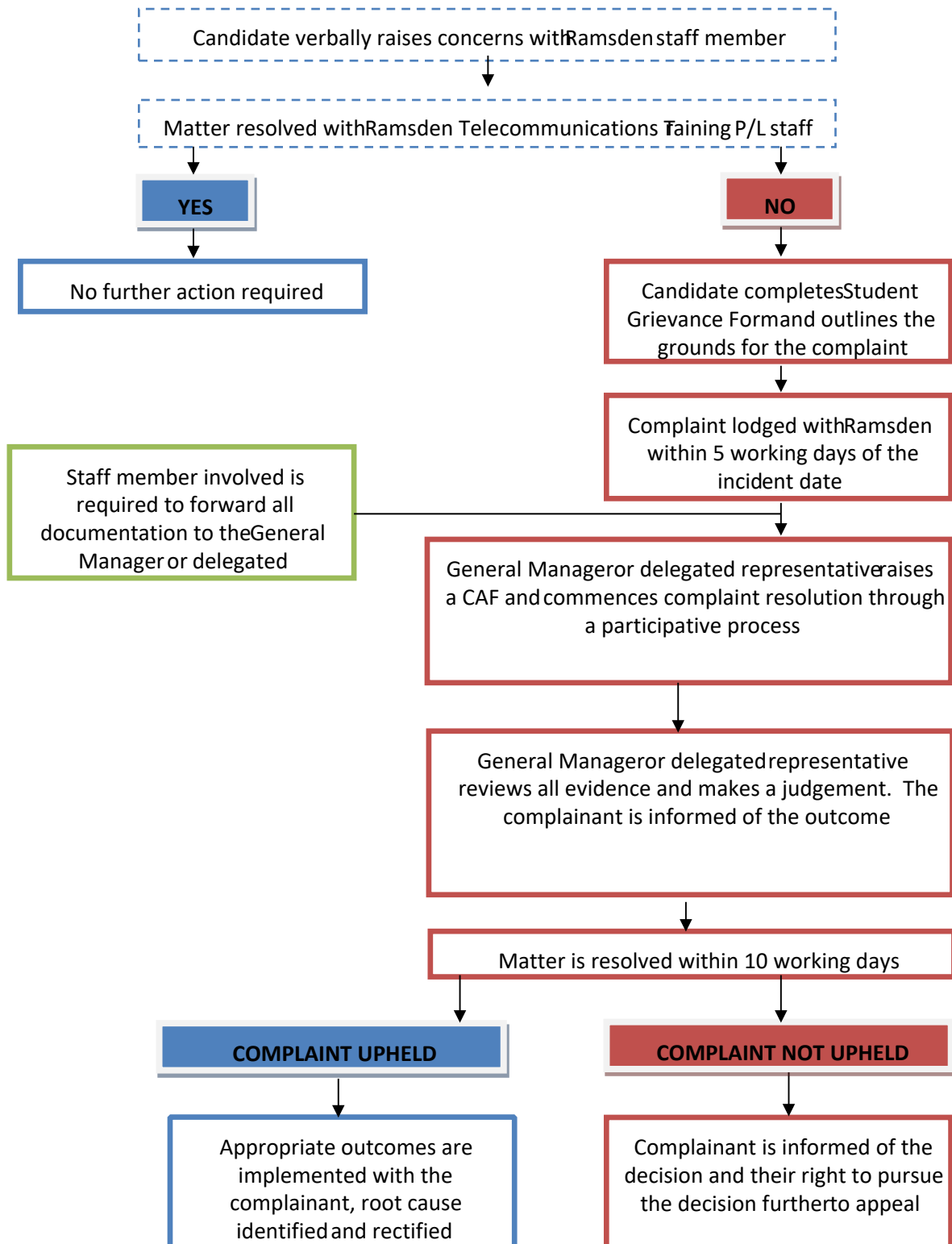
4. Administration

All complaints and appeals will be discussed at Management Review Meetings for continuous improvement of the processes.

All Complaints and Appeals are to be held on file.

Details concerning the scope of the Consumer Protection, Complaints and Appeals Policy are to be clearly displayed throughout the organisation and contained within the Employee Induction Process and Student Information Guide and Trainer Handbook.

ANNEX A: Complaints Process



ANNEX B: Assessment Appeals Process

