



# Global Training Institute

## Complaints and Appeals Policy

Academic and Non-Academic Matters

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Complaints & Appeals Policy

**AUTHORITY RECORD:**

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## **1 Preamble**

Global Training Institute acknowledges its responsibility to have a fair and equitable process for dealing with participant's complaints and/or academic appeals.

This policy reflects its response to the National Operational Protocol for the handling of complaints and appeals outlined in the Australian Recognition Framework. The Policy makes provision for the handling of disputes, complaints and appeals about the products and services by Global Training Institute.

These products and services come from:

- Accredited courses, and
- National training packages
- Training programs

which are advertised, delivered and/or assessed in Australia.

## **2 Purpose:**

To define Global Training Institute approach to handling of complaints disputes and academic appeals.

## **3 Scope:**

This policy shall apply over all operation sites to products and services for which Global Training Institute has been accredited to deliver as a registered training organization, coaching and non-accredited training programs. This policy shall apply to all employees, students and those seeking to enrol with Global Training Institute.

## **4 Responsibility:**

It shall be the responsibility of the Director to ensure the policy is complied with.

It shall be the responsibility of the following to comply with the requirements of this policy:

- All staff – this policy included in staff 'Welcome Book'

## **5 Definition:**

RTO = Registered Training Organization.

Client = Participant, Student, Staff Member, Volunteer, or person linked to Global Training Institute.

Academic Matters may include: student progress, assessment, curriculum and awards.

Non-Academic Matters may include: personal information held, harassment, vilification, discrimination, financial matters, fines, payments, application procedures, exclusions from events and facilities.

## **6 Policy**

Global Training Institute team members will be fair, courteous and helpful in all dealings with participants. Customer complaints and appeals are treated as opportunities to obtain feedback on our service performance and to identify ways we can improve in the future. All complaints \appeals will be treated "in confidence" The complainant may be accompanied and assisted at any time by a third party of their choosing.

### **6.1 Combined Academic and Non-Academic Grievance Procedure**

#### **6.1.1 Formal Complaint**

Formal grievances should be submitted, in writing, to the Registrar at Global Training Institute. The student is invited to include suggestions about how the grievance might be resolved.

On the event of a participant being dissatisfied with any aspect of assessment, the participant may challenge the assessment decision via an appeal process, within 10 working days of the decision being made. Students wishing to appeal the outcome of an assessment must attach a completed copy of the Assessment Appeals Form which is located in the Online Student Area.

The Registrar will then assess the grievance, determine the outcome and advise the student in writing of their decision within 10 working days.

The student will be advised of their right to access the next step if they are not satisfied with the resulting outcome.

### **6.1.2 Internal Review**

If the student is not satisfied with the outcome of the initial complaint they may lodge an appeal, in writing, with the Director of Global Training Institute.

The appeal will be determined by the Director who will conduct all necessary consultations with the student and other relevant persons and make a determination of the appeal. The student will be advised in writing of the outcome of their appeal, including the reasons for the decision within 10 working days.

The student will be advised of their right to progress to the next step of the grievance procedure if they consider the matter unresolved.

### **6.1.3 External Review**

If the student is not satisfied with the outcome of their appeal then they may take their complaint to the Australian Mediation Association <http://www.ama.asn.au/contact-us/>. Australian Mediation Association have an hourly rate of \$440/hr

Global Training Institute agrees to be bound by the recommendations arising from any external review of the complaint and the Director will ensure that any recommendations made are implemented within 30 days of receipt of the recommendations.

### **Records**

All records produced during the grievance process will be kept according to legislative requirements for a minimum of five years.

Records will be made available to relevant parties according to the Global Training Institute Privacy Policy as published on the website

### **Publication**

This Complaints and Appeals Policy and Opportunity policy will be made available to students and persons seeking to enrol with Global Training Institute by publication on [www.globaltraining.edu.au](http://www.globaltraining.edu.au)

All written complaints\appeals will be treated "in confidence" and a decision relayed to the participant as soon as possible. Further details are available in the Complaints and Appeal Procedures.

**END OF POLICY**

