

COMPLAINTS AND APPEALS POLICY AND PROCEDURES

LIBERTY INSTITUTE OF HEALTH AND EDUCATION will ensure that all grievances are dealt with in a timely and fair manner by utilizing a mechanism to allow students and staff to submit a complaint through the Complaints and Appeals process. This mechanism is outlined within the Complaints and Appeals Policy and Procedure.

The Complaints and Appeal policy is easily accessible to students via the Student Handbook.

Complaints Policy

Staff and students have the right to submit a complaint if they wish to express discontent against another person or a complaint against a LIBERTY INSTITUTE OF HEALTH AND EDUCATION processes or system. In order to ensure that complaints are dealt with in a timely manner, we have implemented a complaints process.

This policy and procedure is relevant to all grievances arising in the following areas:

- Student wishes to raise a complaint against another student.
- Students wishing to raise a complaint against a LIBERTY INSTITUTE OF HEALTH AND EDUCATION trainer/assessor
- Student wishes to raise a complaint against LIBERTY INSTITUTE OF HEALTH AND EDUCATION.
- Student wishes to raise a complaint about a Third-Party including Education Agents.
- LIBERTY INSTITUTE OF HEALTH AND EDUCATION staff wishes to raise complaint about a Third Party.
- Staff wishes to raise a complaint about another staff member or a student

Complaints Process

In the event a student, Trainer or staff member is experiencing difficulties, where possible the individual should attempt to resolve grievances informally through conversations with the appropriate person. If this is not possible, the individual is encouraged to discuss their concerns with the Student Support Officer or RTO management. The relevant staff member will make themselves available at a mutually convenient time if a student wishes to seek assistance.

If a student or Staff member wishes to make a formal complaint, they complete a Complaints and Appeals Form. Once the form is complete, submit the form to Training Manager/RTO Manager for actioning.

As required, the student has the right to have a third-party person assist them through the Complaints Process; this may be due to a language barrier or simply at the student's request.

The process for managing complaints is as follows:

- A complainant may make a formal written complaint by submitting a Complaints and Appeals Form to the Training Manager/RTO Manager within 30 calendar days of the Incident

- Assessment of the complaint will commence, and a written acknowledgement of receipt of the Complaints and Appeals Form will be forwarded to the complainant following receipt by the Training Manager/RTO Manager within 10 working days of the formal lodgement.
- The Training Manager/RTO Manager will conduct the assessment of the complaint or appeal in a professional, fair and transparent manner.
- The RTO Manager/Training Manager will arrange a convenient time to discuss the Complaint with all parties involved in the grievance, in order to find a solution agreeable to all parties
- Complaints are to remain confidential to protect the complainants
- The Training Manager/RTO Manager is to follow the process:
 - Hold an initial meeting with the complainant within 7 days of receipt of the complaint.
 - Complete further investigation as required, within 45 calendar days.
- Each complainant:
 - has an opportunity to formally present his or her case at no cost to themselves in a formal meeting
 - be accompanied and assisted by a support person at relevant meeting
 - is given a written statement of the complaint outcomes, including reasons for the decision as soon as practicable but within 60 days.
- If a solution can not be reached to the benefit of all relevant parties the matter is brought before senior management for resolution, agreeable to all parties.
- If Senior Management is party to the grievance, they will not take part in any discussions or decisions made. The Training Manager/RTO Manager will refer the matter to the CEO.
- If a solution is not reached for the benefit of all parties within 60 days, the complainant has the right to request a review by an independent party, who is not part of LIBERTY INSTITUTE OF HEALTH AND EDUCATION.
- LIBERTY INSTITUTE OF HEALTH AND EDUCATION is to respond to substantiated complaints by taking the recommended corrective action.
- Complaints and Appeals Forms are record in the Complaints and Appeals Register.
- If LIBERTY INSTITUTE OF HEALTH AND EDUCATION determines that the complaint process cannot be finalised within 60 calendar days, LIBERTY INSTITUTE OF HEALTH AND EDUCATION Training/RTO Manager will:
 - Confirm this in writing to the complainant, including reasons why more time is required.
 - Regularly update the complainant or appellant on the progress of the matter.
- Once finalised, the complainant or appellant is advised in writing, of the outcome, including the details of the reasons for the outcome.
- During the Complaints Process, LIBERTY INSTITUTE OF HEALTH AND EDUCATION will maintain the student's enrolment.

Complaints and Appeals Forms are actioned by the Training Manager/RTO Manager, and the details are recorded in the Complaints and Appeals Register.

All Complaints and Appeals Register is reviewed regularly during the management meeting, improvements are identified, and corrective actions implemented according to the Policies and Procedures.

LIBERTY INSTITUTE OF HEALTH AND EDUCATION will keep a written record of the complaint, including a statement of the outcome and reasons for the outcome.

External Avenues

If the student feels that the internal appeal is not adequately resolved, they will be provided with an opportunity to formally present their case to a panel of suitable LIBERTY INSTITUTE OF HEALTH AND EDUCATION staff or a third-party mediator. LIBERTY INSTITUTE OF HEALTH AND EDUCATION will advise the student of their right to access an external complaints process within 10 days of concluding the internal review. The Training Manager/RTO Manager will provide the Student with contact details of the appropriate appeals body.

The student is to advise LIBERTY INSTITUTE OF HEALTH AND EDUCATION in writing they have accessed an external appeals process, at which point LIBERTY INSTITUTE OF HEALTH AND EDUCATION will in maintain the enrolment throughout an external appeals process depends on the type of appeal.

Decision to Take Appeal to Overseas Students Ombudsman (if applicable)

If you wish to lodge an external appeal or complain about a decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.ombudsman.gov.au or phone 1300 362 072 for more information.

In the case where there may be direct costs associated with the third-party mediator e.g. an external counsellor may charge an hourly fee rate to mediate, and then both LIBERTY INSTITUTE OF HEALTH AND EDUCATION and the student will bear the costs of this mediation process equally. Any expected costs of third-party mediation and the agreement to share the costs is outlined and agreed to in writing.

Student should note that the purpose of the external appeals process is to consider whether the registered provider has followed its policies and procedures, rather than make a decision in place of LIBERTY INSTITUTE OF HEALTH AND EDUCATION.

Should the complaints process identify corrective actions or improvements, LIBERTY INSTITUTE OF HEALTH AND EDUCATION will implement these actions immediately.

Complaints and Appeals Form

The complaints and appeals form is accessible from the website www.libertyinstitute.com.au or a complainant can also contact LIBERTY INSTITUTE OF HEALTH AND EDUCATION reception to obtain a copy of the form. If there is not enough room on the Complaint and Appeals Form to describe the complaint further pages may be attached to the form and submitted with the Complaints and Appeals Form.

Complaints and Appeals Register

LIBERTY INSTITUTE OF HEALTH AND EDUCATION has a register in place to record the details of the Complaints and Appeals. Once the Training Manager/RTO Manager received a complaint or appeal, the details of the form are entered into the Complaints and Appeals Register in which every complaint or appeal is allocated a register number.

The Complaints and Appeals register is reviewed and monitored regularly at the Quality and Compliance Meeting.

Assessment Appeals Policy

The student has the right to appeal on an assessment result if they believe that the result given was unfair or unjustified.

This includes Appeals arising in the following areas:

- Student disagrees with the result given by their Assessor (including Third Party)
- Student wishes to have their result reviewed by another Assessor
- Student wishes to be re-assessed for the same unit
- Student wishes to change the unit
- Student believes that they were discriminated against by the Assessor

Assessment Appeals Procedure

All students have the right to appeal any assessment decision made by LIBERTY INSTITUTE OF HEALTH AND EDUCATION if they:

- Believe that the assessment is invalid and/or
- Feel that the process was invalid, inappropriate, or unfair

Before making an appeal, we ask that you discuss the matter with your Trainer/Assessor in an attempt to reach a mutually acceptable decision.

If you are still not happy, lodge a formal Appeal by completing a “Complaints and Appeals Form” within 7 days of the initial discussion. Once the formal appeal is received the Training Manager will appoint a new Assessor to review the assessment decision and attempt to resolve the appeal. Any decision recommended by this party is not binding to either party in the dispute.

If you are still not satisfied, LIBERTY INSTITUTE OF HEALTH AND EDUCATION will appoint another registered training provider with the same curriculum to arbitrate and reassess the participant if necessary.

You have the right to a support person to be involved at all times during the appeal process. Following is the process submitting an Appeal:

- a. Student receives a result for an assessment task, and they do not agree with the result
- b. Student discusses the result with the relevant trainer/assessor; if there is no result the student completes a Complaints and Appeals Form

- c. The Complaints and Appeals Form is submitted to Training Manager/RTO Manager
- d. The Training/RTO Manager will forward a written acknowledgement to the Student confirming receipt of the Complaints and Appeals Form.
- e. Training Manager will consult with the trainer/assessor and student individually.
- f. Training Manager will appoint an independent internal Assessor to reassess the assessment task in question.
- g. Once the independent internal assessor makes a decision on the validity or otherwise of the assessment task the Training Manager will notify the student of the outcome within 10 business days.
- h. If the student is unhappy with the results of the reassessment there is a case for review, a suitably qualified, independent external assessor to complete another assessment. The external assessor will negotiate a re-assessment date with the student as required. Following the re-assessment, the student is advised of the result within 10 business days.
- i. The independent external assessor's decision on the validity or otherwise of the assessment task is final.
- j. If the student is unhappy with this outcome of the reassessment students are to make a formal complaint following the complaints procedure
- k. As required all opportunities for improvements is recorded in the Appeals Register, corrective actions are undertaken by the Training Manager.
- l. All Complaints and Appeals Forms received involving an appeal are recorded in the Appeals Register.
- m. All Complaints and Appeals Forms are reviewed regularly during the management meetings.

If LIBERTY INSTITUTE OF HEALTH AND EDUCATION determines that the appeals process will take more than 60 calendar days, Training/RTO Manager will notify the student in writing including reasons why more than 60 days is required. Training Manager will regularly update the student with the process.