

Employment Services - ITR - Complaints and Appeals Procedure

Innovative, Training and Recruitment (trading as ITR, RTO: 40206) is committed to providing an effective, efficient, timely, fair and confidential complaints grievance handling procedure for all students.

General Feedback

Whenever feasible, every effort will be made to address the issue through non-formal means. This could involve offering guidance, engaging in discussions, or facilitating mediation regarding the feedback. Any member of the ITR staff may participate in this informal process.

Should the need for escalation arise, and a request is made to involve a Manager, the complainant can expect a response within 2 business days of making the escalation request. Wherever possible a resolution to all informal complaints will be communicated to the complainant within 7 days of the complaint being lodged.

Formal Complaints

Any student, prospective student, or third party is welcome to lodge a formal complaint in writing with ITR by emailing escomplimentsandcomplaints@apm.net.au or accessing APM.net.au and lodging a complaint via the links on the website. All complaints will be handled with confidentiality and impartiality.

Complainants retain the right to seek advice and assistance from external independent agencies or individuals at any stage of the complaint and appeals procedure. Additionally, the complainant is entitled to have a support person present throughout the entirety of the process, regardless of the nature of the issue or complaint.

Complaints should include the following information:

- Submission date of complaint
- Name of complainant
- Nature of complaint
- Date of the event which lead to the complaint
- Attachments (if applicable)
- Complainant is invited to include suggestions about how the grievance might be resolved

Upon receiving the formal complaint, ITR will then assign the matter to the appropriate staff for resolution or make a decision on the complaint within 14 days. The complainant will be kept informed of any decisions, outcomes, or ongoing processes regarding the complaint.

Once a decision is reached, ITR will notify all parties involved in writing of the outcome including the complainants right to appeal. To initiate an appeal, the RTO must receive written grounds for the appeal from the complainant. Complainants should refer to the appeals procedure for further guidance.

Where ITR considers that more than 60 calendar days will be required to process and finalise the complaint or appeal, ITR will:

- Inform the complainant in writing, including reasons why more than 60 calendar days are required, and
- Update the complainant or appellant on the progress of the matter

Appealing a Decision

Complainants retain the right to appeal decisions made by ITR where reasonable grounds can be established. The scope of potential appeals may include:

- Assessments conducted
- Deferral, suspension, or cancellation decisions pertaining to enrolment
- Or any other conclusion / decision that is made after a complaint has been dealt with by ITR in the first instance

If the complainant feels that the outcome of the investigation doesn't resolve the original complaint, the matter will be escalated for review. An appeal must be lodged in writing requesting a review of the complaint. The written notice should include reason for appealing the original decision, resolution and additional documentation to support the appeal if applicable.

The Complainant's appeal will be reviewed by the National Manager who will conduct all necessary consultations with the Complainant and other relevant persons and make a determination.

The Complainant will be advised in writing about the outcome of their appeal, including the reasons for the decision within 14 calendar days.

If the appeal hasn't been resolved within 14 calendar days, an update will be provided to the complainant. The Complainant will be advised about outcomes of their appeal via written notice which will include outcome of the appeal and the reason for the appeal decision.

If a complaint or grievance is resolved at this stage, ITR will close the complaint.

If the complainant is still dissatisfied with the decision of ITR, they may wish to seek legal advice or place a complaint about the RTO to Australian Skills Quality Authority (ASQA). Email: complaintsteam@asqa.gov.au

According to ASQA policy, any complaint should initially be directed to the RTO and adhere to the RTO's complaints and appeals policy.