COMPLAINTS AND APPEALS

We sincerely hope not, but from time to time you may be unhappy with the services we provide or want to appeal a decision we have made. We take your complaints and appeals seriously and will ensure in assessing them that we look at the causes and action that we can take to ensure it does not happen again/reduce the likelihood of it happening again.

Complaints can be made against us, our trainers and assessors and other staff, another student of Archer Institute as well as any third party that provides services on our behalf such as education agents.

Complaints can be in relation to any aspect of our services.

Appeals can be made in respect of any decision made by Archer Institute. An appeal is a request for Archer Institute's decision to be reviewed in relation to a matter, including assessment appeals.

In managing complaints, we will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process. This means that we will review each complaint or appeal in an objective and consistent manner and give everyone the opportunity to present their point of view.

Our internal complaints and appeals process can be accessed at no cost.

We do encourage you to firstly seek to address the issue informally by discussing it with the person involved.

However, if you do not feel comfortable with this or you have tried this and did not get the outcome you wished you can access the formal complaints and appeals process.

If you want to make a complaint or appeal, you must:

- submit your complaint or appeal in writing using the complaints and appeals form. The complaints and appeals form outline the information that should be provided and can be accessed from student support
- submit your complaint within 30 calendar days of the incident or in the case of an appeal within 30 calendar days of the decision being made.

We will acknowledge your complaint or appeal will be acknowledged in writing within 3 working days of receipt.

We will review your complaint or appeal will commence within 5 working days of receiving the complaints.

Complaints and appeals will be finalised as soon as practicable or within 30 calendar days. However, where the complaint or appeal is expected to take more than 60 calendar days to process, Archer Institute will write to inform the complainant or appellant of this including the reasons for such. Following this update, regular updates will be provided of progress.

For assessment appeals, we will appoint an independent assessor to conduct a review of an assessment decision that is being appealed.

We will communicate the result of the complaints and appeals process to you in writing and this will include the reasons for the decision.

If you do need to come in for a meeting, you can have a support person of your choice present to assist you to resolve the complaint or appeal.

Generally, your enrolment will be maintained throughout any internal appeals process that concerns a decision to report you.

Additionally, If the appeal is against our decision to report you for unsatisfactory training program progress, your enrolment will be maintained until the external process is completed and has supported or not our decision to report you.

If the appeal is against our decision to suspend or cancel your enrolment due to misbehaviour, this will not take effect until after the outcome of the internal appeals process.

INDEPENDENT PARTIES

Where the internal process has failed to resolve the complaint or appeal, you will be able to take your case to an independent mediator. We recommend the Resolution Institute. You are responsible for all associated costs, except where we make a decision to refer the matter to the Resolution Institute.

We will cooperate in full with the independent mediator's decision and will immediately implement their decisions or recommendations and/or take preventative or corrective action required by the decision or recommendation.

We will communicate all actions to you in writing based on the independent mediator's decision.

Complaints can also be made to the organisations indicated below:

NATIONAL TRAINING COMPLAINTS HOTLINE

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Access to the Hotline is through:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally
Email: ntch@education.gov.au
Website: https://www.dewr.gov.au/national-training-complaints-hotline

AUSTRALIAN SKILLS QUALITY AUTHORITY (ASQA)

Complainants may also complain to our registering body, Australian Skills Quality Authority (ASQA). It is important to understand that ASQA does not act as an advocate for individual students and is not responsible for resolving disputes between students and training providers. ASQA only uses information from all complaints as intelligence to inform regulatory activities. More information can be found at:

https://www.asqa.gov.au/complaints

Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

STATE FAIR TRADING BODY

Complainants may also complain to our registering body, Australian Skills Quality Authority (ASQA). It

In relation to consumer related issues, the person may refer their complaint to the NSW Office of Fair Trading

NSW; https://www.fairtrading.nsw.gov.au/housing-and-property/property-professionals/changes-to-property-and-stock-agents-laws/students-and-registered-training-organisations

ACT; https://www.accesscanberra.act.gov.au/consumer-rights/get-help-with-a-consumer-issue