



Grievances/Complaints/Appeals

Should there be any occasion where there is a grievance, complaint or appeal with any of Career Development and Training's (CDT) services the following steps should be taken to resolve the issue (please note: the student may nominate a support person to accompany them to meetings or assist them with the complaints or appeals process at any stage of the complaint resolution process).

Process – Grievance, Complaints and/or Appeals

Students are encouraged to discuss or resolve the issue with the other student or trainer involved. CDT will attempt to manage internal complaints handling and appeals process that is as the following requirements indicate

Step One	Speak to the person with whom you have the complaint/grievance with and try to resolve the issue or problem yourself
If this does not solve your problem, then go to Step Two	
Step Two	Lodge a written complaint or appeal with your trainer or reception and ensure that it registered
	From this action, you will be required to speak with your trainer, the CEO depending on the cause of your complaint or appeal.
	This must be done within 20 working days of the issue occurring
Step Three	An investigation will commence within 10 days of the lodgment of the complaint/ appeal
Step Four	The student will be advised in writing of the outcome of the investigation within 10 days of the commencement of the lodgment unless an extension is agreed to in writing by all parties to affect an outcome.
If this does not solve your problem, then go to Step Five	
Step Five	CDT will advise the student of the external appeals process. This process must be advised within seven (7) days of receipt of an outcome.

A student must access the complaint, grievance or appeals process within 20 working days of any issue that becomes the reason for the process. After this period where the issue is concerned with a lack of attendance, poor competence outcomes or failed financial payments CDT will take further action. The investigative process will commence within 10 days of the receipt of a complaint, grievance or appeal.

If the student is not satisfied with the result or conduct of the internal complaint handling and appeals process, CDT must advise the student of his or her right to access the external appeals process at minimal or no cost.



ASQA will allow for complaints or appeals to be considered once the student has completed the initial process with the RTO. If the RTO cannot complete the complaint, then the student can issue the complaint to ASQA.

If the student chooses to access the registered provider's complaints and appeals processes as per this policy, CDT will maintain the student's enrolment while the complaints and appeals process is ongoing.

If the internal or any external complaint handling or appeal process results in a decision that supports the student, CDT must immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

If the student is still not satisfied with the resolution of the grievance, they are able to seek advice and further assistance from the authorities listed below.

National Training Complaints Hotline Telephone – 13 38 73 and select option 4 Email – ntch@education.gov.au	ASQA Telephone- 1300 701 801 Website- asqa.gov.au
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All students have the right of appeal for any decision regarding a complaint, grievance or appeal. If the appeal is regarding an assessment decision, then the student must notify their trainer or the Training Manager/DOS within seven (7) days of receiving the result.

Procedure

1. If a resolution cannot be verbally reached, then the student must submit the complaint/grievance or appeal **in writing** to the CEO within 20 working days. Once the complaint has been lodged with the CEO it will be registered as a complaint and appropriate action will be taken. If the CEO can resolve the complaint or appeal the student will receive a written response from the CEO or their delegate within 10 working days;
2. If the CEO is unable to provide a satisfactory outcome and the complaint has not been dismissed, then the complaint will be referred to the CEO of CDT. The CEO of CDT may attempt to resolve the problem through further negotiation or mediation. If the CEO can resolve the complaint or appeal the student will receive a written response from the CEO or their delegate within 10 working days; and
3. If it is not possible to resolve the dispute internally using the above methods, a **written appeal** must be lodged to the CEO of CDT within 20 working days of receiving notice of the outcome of the internal appeal process. CDT has an external appeal process available to students at no cost to themselves, if they have exhausted the above procedures and still feel dissatisfied.

CDT is also able to advise the student of other external organizations who may be able to assist such as the police, counselling organizations or consumer affairs.



CDT will maintain a student's enrolment while a complaint or appeal is ongoing however, this does not exclude CDT from reserving the right to suspend a student from attending class or visiting CDT's campus if that is considered necessary during this period.

If the internal or any external complaint handling or appeal process results in a decision that supports the student, CDT will immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

All complaints, grievances and/or appeals will be provided to a student at no fee.

All complaints, grievances and/or appeals will be acknowledged in writing.

All records of complaints, grievances and/or appeals are kept on a student's file.