

Client Appeals and Complaints

We will deal with any Participant complaints in an effective and timely manner, typically resolving all complaints within three weeks.

Upskilled will act upon any substantiated complaint or appeal, these will be recorded into our RTO management system and will lead where appropriate, to continuous improvement activities.

The data entry responsibility for all Complaints and Appeals related matters lies with our National Education and Compliance Manager.

A participant can complain about any aspect of our dealings with them, and the participant can appeal any decision we make, including assessment decisions.

In the first instance that a participant is unhappy or dissatisfied with an aspect of our service delivery, they should consult their trainer in an attempt to quickly resolve the issue.

If the issue is with the trainer, and the participant feels that they would prefer not to approach the trainer, then the National Education and Compliance Manager or the CEO is available to discuss the issue.

Should the complaint or appeal not be resolved in the first instance, then the participant is requested to formally lodge a complaint or appeal by completing either the complaint or appeal form, these forms are available from the Trainer, the National Education and Compliance Manager or the CEO.

This formal complaint or appeal will be entered into our Complaints or Appeals register for tracking purposes. This is the responsibility of the National Education and Compliance Manager.

Dependent upon the nature of the complaint or appeal, Upskilled will, with the permission of the participant, seek assistance from other authorities such as the South Australian Equal Opportunity Commission, and Department of Justice South Australia or any other relevant organisation to assist in the resolution of the complaint and appeal.

Participant confidentiality will be maintained at all times.

Engagement of the external assistance will be the responsibility of the CEO and the National Education and Compliance Manager.

Upon Upskilled's receipt of the formal complaint or appeal, the National Education and Compliance Manager will be responsible for resolving the issue.

This will involve at least a formal interview with the participant, the trainer (if appropriate) and the National Education and Compliance Manager. If this is unable to resolve the issue, then the issue can be escalated to a mutually agreeable independent person or panel.

The complainant or appellant will be provided with a formal written statement of the resolution of the complaint or appeal: this will state the reasons for the decision.

The suitable independent person or panel will need to be agreed upon by both the participant and Upskilled Training Australia.

This could include another external Trainer Assessor, or it could include independent commercial mediators such as Leadr and InterMEDIATE.

Leadr can be contacted via www.leadr.com.au

Intermediate can be contact via www.intermediate.com.au

Costs for the independent person or panel, will be borne by Upskilled.

The CEO will negotiate the identification and engagement of the mutually agreed person or panel.

If the Participant is still not satisfied with the resolution of the complaint or appeal, the “National Complaints Code” directs them to seek further assistance from DFEEST, whose details are listed below.

DFEEST

Level 4, 11 Waymouth Street

Adelaide SA 5000

Ph: (08) 8226 3821

Alternatively the participant can contact the National Complaints Hotline on 1800 000 674.

A copy of the National Complaints Code is available from Upskilled’s National Education and Compliance Manager.