

**Complain and appeal Policy statement:**

A complaint is an expression of dissatisfaction with a specific action or service of AusHealth Work or an allegation involving the conduct of AusHealth Work, our trainers, assessors or other staff or student.

An appeal is a request for a review of a decision made by AusHealth Work including decisions about assessment.

AusHealth Work is committed to developing a procedurally fair complaint and appeal process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, AusHealth Work ensures that complaints and appeals:

- Are responded to in a consistent and transparent manner.
- Are responded to promptly, objectively, with sensitivity and confidentiality.
- Are able to be made at no cost to the individual.
- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

AusHealth Work will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.

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.

**Lodging a complaint or an appeal:**

The steps on AusHealth Work's complaint and grievance process are:

**Local level resolution**

Discuss your concern first with your trainer or Customer Service to find a suitable solution  
OR submit a Feedback Form to AusHealth Work to assist in continuous improvement

**Formal Complaint**

Should the matter not be resolved at the local level, submit the attached formal complaint form.  
AusHealth Work will provide written acknowledgment by email within two (2) calendar days of receiving your form and notification of progress/outcome within 30 calendar days.  
The RTO Manager will review the form and liaise with all parties to resolve the complaint.  
If the RTO manager is unable to provide a satisfactory solution, a panel will be arranged to review the complaint and notification of the outcome will be advised within 5 working days

**Appeal**

Should the matter not be resolved to your satisfaction using the complaint process, you can appeal any decisions, including assessment decisions, submit the attached formal appeal form.  
AusHealth Work will provide written acknowledgment by email within two (2) calendar days of receiving your form and notification of progress/outcome within 30 calendar days.

If you are still dissatisfied with the outcome of the complaint/appeal process, a third party independent mediator can be appointed at a cost to the you. Details of mediators are available on the ASQA website [www.asqa.gov.au](http://www.asqa.gov.au) .

FORM  
Complaint and Appeal Form

Fill in all sections clearly and carefully by writing in block letters. Information requested on this form is necessary to investigate your complaint or request for appeal. Return completed form by email to [training@aushealth.com.au](mailto:training@aushealth.com.au) or by post to *Manager – Training and Education*

Please indicate the type of lodgement:	
<input type="checkbox"/> Complaint	<input type="checkbox"/> Appeal
Your details:	
<b>Title:</b>	
<b>First name:</b>	<b>Last name:</b>
<b>Contact number:</b>	<b>Email:</b>
<b>Email:</b>	
Details of lodgement:	
<b>Date of event, circumstance or decision:</b>	
<b>Please describe the details of the complaint or appeal (you may attach supporting documentation, if required):</b>	
<b>Have you taken any steps to resolve this issue? If yes, please provide details.</b>	
<b>What outcome would you like to see from raising this complaint/appeal?</b>	
Declaration	
<input type="checkbox"/>	<i>I declare that the information provided in this form is, to the best of my knowledge, true and correct. I acknowledge that AusHealth Work may use the information provided by me to investigate the complaint or appeal. I understand that this information may also be used for the continuous improvement of the RTO's operations.</i>
<b>Signature:</b>	
<b>Name:</b>	
<b>Date:</b>	