

Purpose

To ensure that when a person lodges a complaint or appeal with SGS Australia Pty Ltd that they are addressed in a fair, equitable, confidential and timely manner.

Scope

This policy applies to all current, previous and prospective learners, clients, employers and RTO staff of SGS Australia administering complaints and appeals requests.

Definitions

Complaint

A complaint is the expression of dissatisfaction with SGS Australia's services, products or people.

Complainant

The person submitting the complaint.

Appeal

When a learner disputes an academic decision on their assessment, a complaint outcome, or a course fee; formally requesting for the decision to be reviewed.

Appellant

The person submitting the appeal.

Reference

- Standards for Registered Training Organisations (RTOs) 2015
- AU-CBE-TR-PRO-007 Complaints and Appeals Procedure
- AU-CBE-TR-PRO-008 Continuous Improvement Procedure

Policy

SGS Australia is committed to maintaining a supportive and fair training environment that enables learners to be informed of their rights and obligations, and the RTO's responsibilities on complaints and appeals under the Standards for Registered Training Organisations (RTOs) 2015. SGS Australia will endeavour to make all prospective learners, enrolled learners and RTO staff aware of this policy. Learners can access up to date information about our complaints and appeals process at any time via our website <https://learning.sgs.com/au>.

Learners are encouraged to resolve all issues informally and as early as possible. If the matter cannot be resolved informally, learners may lodge a complaint or appeal in writing in accordance with our Complaints and Appeals Procedure. Complaints and appeals should be made within 14 calendar days of the incident occurring. Complaints and appeals should be made in writing using the Complaints and Appeals Form available at <https://learning.sgs.com/au>.

Complaints and appeals are resolved using a formal procedure where a person can have their concerns heard and dealt with, without repercussion or discrimination to the quality of services provided to them. If an enrolled learner chooses to make a complaint or appeal, SGS Australia will maintain the learner's enrolment while the complaints/appeals handling process is ongoing.

Complaints and appeals are handled to ensure the principles of procedural fairness are applied at every stage of the complaint/appeal handling process. This means that the complainant/appellant is entitled to:

- have their issue heard,
- be treated without bias,
- a decision made based on logical and relevant evidence.

On receiving a formal complaint or appeal, SGS Australia will formally and confidentially record the complaint/appeal. A written receipt of the complaint/appeal will be emailed to the complainant/appellant within 5 business days of SGS Australia receiving the complaint/appeal. Weekly progress updates on the complaint/appeal will be emailed to the complainant/appellant to ensure transparency throughout the process. SGS Australia will make all attempts to process and finalise all complaints and appeals within 28 calendar days. If the process exceeds 28 calendar days, SGS Australia will inform the complainant/appellant in writing as to why more than 28 calendar days are required.

SGS Australia acknowledges the possible need for an independent third party to be appointed to review the complaint/appeal outcome when requested by the complainant/appellant. Appeals or requests for independent third party review of decisions are to be lodged in writing within 28 calendar days of the outcome. Costs associated with an independent third party to review the matter must be covered by the complainant/appellant unless the decision to include an independent party is made by SGS Australia.

Each complaint and appeal is securely recorded and formally documented in the Complaints and Appeals Register located on SGS Australia's Compliance SharePoint; which only authorised staff have access to. All details pertaining to the person making the complaint or appeal, any investigation involved and any resolutions will remain private and confidential.

Any improvements raised during the process will be added to the Continuous Improvement Register as per the Continuous Improvement Procedure.

This policy will be reviewed annually or following any legislative or organisational changes.

REVISION RECORD		
Revision:	Date:	Changes since last issue:
1.0	06/03/2020	Initial issue for the combined policy. Previously separate Complaints and Appeals Policies were in effect.