



Policy

Complaints and Appeals

All students, employers and other stakeholders that Saltera Group interacts with have the right to lodge a complaint, or an appeal against actions or decisions made by Saltera Group.

Saltera Group is committed to providing an effective, efficient, timely, fair and confidential dispute, complaints and appeal procedure, which:

- fosters a culture that welcomes complaints as a valuable opportunity to improve organisational or academic processes or products
- ensures that disputes and complaints are resolved promptly, objectively, fairly, with sensitivity and confidentiality
- ensures that both corrective and preventative actions are implemented to prevent recurrence of issues.

Disputes and complaints may include (but are not limited to) issues about student or stakeholder experiences with Saltera Group's policies, practices, facilities, staff, or other

students.

Appeals may include decisions about assessment outcomes, or decisions made by Saltera Group in relation to resolution of disputes or complaints.

This policy applies to all complaints and appeal matters from students, potential students, and other stakeholders, and includes an informal process, and a three (3) stage formal process including:

- Stage 1 – Lodging a formal dispute or complaint
- Stage 2 – An appeal process, and
- Stage 3 – Provision for independent review

General principles applying to all stages of this procedure are outlined as follows:

- Saltera Group will ensure that both informal and formal disputes, complaints and appeals will be treated with equal importance
- Anonymous complaints will be investigated as far as possible, but complainants will be encouraged to access the informal or formal processes to enable a thorough investigation and resolution process
- A dispute, complaint or appeal may be made via a complaint form, email, letter or via an interview or verbal conversation with a Saltera Group staff member. Complainants and appellants are

encouraged to supply sufficient information, supporting evidence and their desired outcome to resolve the issue(s)

- The principles of natural justice and procedural fairness will be applied at all times throughout the complaints and appeals process
- The complainant or appellant and the respondent (Saltera Group or staff member) will have the opportunity to present their cases at each stage of the procedure
- The complainant or appellant and the respondent are welcome to be accompanied by a support person at interviews if they so desire
- The complainant and the respondent will not be discriminated against or victimised
- Where Saltera Group considers that the issue may not be able to be resolved within 60 calendar days the complainant or the appellant will be notified in writing of the reasons and will be regularly updated on the progress of the matter
- All stages of complaints, appeals, discussions and outcomes will be recorded and improvements made to avoid future systemic or recurrent issues
- Records will be securely kept for a period of seven years
- Reasons and a full explanation for decisions and actions taken as part of this procedure can be provided in writing, if

requested by the complainant and/or the respondent

In the first instance, stakeholders are encouraged to discuss the matter(s) with a Saltera Group staff member or directly with the person/s involved. Where possible, disputes and complaints should be managed and resolved informally.

If the issue cannot be satisfactorily resolved informally, the complainant should submit a formal complaint to the General Manager, Saltera Group, 5/43 Taree St Burleigh Heads, QLD 4220, or via email.

Saltera Group will acknowledge receipt of the complaint or appeal in writing, within five (5) business days.

Saltera Group General Manager will investigate the issues raised, determine the outcome and advise the complainant in writing of their decision and actions taken or to be taken within ten (10) business days of receipt of the complaint.

All complainants will be advised of their right to access stage two of this procedure if they are not satisfied with the decision.

Students lodging an appeal about an assessment outcome must do so within ten (10) business days of being notified of the

initial decision.

If a complainant is not satisfied with the outcome of stage one, they may lodge an appeal within ten (10) business days of notification of the decision.

The appeal will be investigated further by the General Manager and, at least one other independent and impartial person with relevant RTO training, industry relevant or business expertise appropriate to the nature of the issue.

The General Manager and/or the independent person will conduct necessary consultations with the appellant and other relevant persons, seek additional evidence if required, make a determination and advise the appellant in writing of the appeal outcome, within twenty (20) business days of receipt of the appeal.

The appellant will be advised of their right to progress to stage three of this procedure if they consider the matter unresolved.

If the appellant remains unsatisfied with the outcome of stage two they may contact the Commonwealth Government's National Training Complaints Hotline on 13 38 73 or submit a complaint via the National Training Complaints Hotline Complaints Form available

at: <https://www.dese.gov.au/national-training-complaints-hotline/national-training-and-complaints-hotline-complaints-form>

or

The Queensland Government's Training Ombudsman on 1800 773 048 or at <https://trainingombudsman.qld.gov.au/>

Fees and charges may be payable by the appellant should they wish to pursue the matter through further external review stages.