

Complaints and Appeals



1 Purpose

The purpose of this policy is to provide an independent, easily, and immediately accessible and inexpensive complaints and appeals process for students enrolled in courses with AUS-MEAT and AUS-QUAL.

This policy aims to resolve complaints honestly, fairly and without bias and in an easily accessible manner which is inexpensive to the parties involved. This policy/procedure supports 'Standard 6 – of SRTOs 2015. This policy outlines a mechanism to ensure students and prospective students can have their dissatisfaction regarding any academic or non-academic matters addressed appropriately in a timely, fair and confidential manner.

2 Responsibility

The Training Manager is responsible for the handling of all complaints and appeals.

3 Scope

This policy applies to:

- all current students or persons who have studied or completed studies
- any persons seeking to enrol in study with AUS-MEAT / AUS-QUAL

4 Policy

AUS-MEAT will ensure that student complaints and appeals are resolved in an objective, equitable and timely manner.

AUS-MEAT is committed to the effective and efficient resolution of student complaints and appeals.

In the first instance, students are encouraged to raise their complaint directly with the person concerned. If the matter is not resolved by informal discussion the student may pursue the matter through the formal appeals steps outlined in the Complaints and Appeals Policies (QMS016 and QMS017).

The principles of this policy are:

1. All student complaints and appeals will be handled in a serious, sensitive, and timely manner and discussed only with those persons relevant to the case.
2. Student complaints and appeals processes will be kept as informal as possible, based on principles of mediation and negotiation.

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3. Students can lodge a complaint or appeal by submitting details in writing to training@ausmeat.com.au and there is no additional cost in doing so.
4. Students who lodge a complaint or appeal in accordance with this policy or appeal in accordance with this policy will not be subject to negative treatment or penalised because of the complaint or appeal.
5. Staff involved in resolving student complaints or appeals will act fairly at all times and ensure that decisions will be based on a thorough and unbiased consideration of the facts and the views expressed by all parties.
6. No action will be taken or suggested to a student without consultation with the relevant staff member.
7. Outcomes or decisions made to resolve or respond to a complaint or appeal must be Realistic, achievable and in line with relevant legislative requirements.
8. This policy will be accessible to all AUS-MEAT staff via the ABMS record management system and to students via our training website.
9. Students' enrolment status will not be affected by the lodging of a complaint or appeal.

5 Records Management

All records related to this procedure are maintained as detailed in the Records Management Procedure.

- Complaint and Appeal Form.
- Complaints and Appeals register.
- Continuous Improvement register.
- Complaints and Appeals Outcomes

6 Lodging a complaint /appeal

To lodge a complaint or appeal please follow the link below

[Welcome to Our Customer Feedback and Resolution Center \(smartsheet.com\)](https://smartsheet.com)

Legislation and Standards

Standard 6 of the Standards for Registered Training Organisations (RTOs) 2015, available at:

[Standards for Registered Training Organisations \(RTOs\) 2015 \(legislation.gov.au\)](https://legislation.gov.au)

7 Document Version History Log

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8 Keywords