



## BADT POL-17 Complaints Policy

### PURPOSE

Standard 6: Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

### SCOPE

Applies to:

- All VET Trainer/Assessors (including contractors)
- Admin Staff
- RTO Manager
- Students & Visitors

### POLICY

BADT is committed to acknowledging and ensuring all complaints received are dealt with fairly, efficiently and effectively.

### Complaints Procedure

Any complaint or request for appeal must be lodged within a 20-working day period of the event.

Prior to initiating a formal complaint and appeal process, BADT will attempt to resolve concerns directly wherever possible. It is expected that all parties will participate in good faith in resolving concerns in an effort to maintain a respectful learning environment. Learners are encouraged to raise concerns directly with the trainer, particularly where the concerns are adversely affecting the learning environment.

BADT shall acknowledge receipt of all complaints and appeals in writing.

The acknowledgement of a complaint shall outline the anticipated review period. Any investigations that BADT considers more than 60 calendar days are required to process and finalise the complaint or appeal, BADT shall inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required. Regular updates shall be provided to the complainant or appellant on the progress of the matter.

All complaints will be treated with integrity and privacy. There will be no discrimination against the person who makes a complaint. BADT ensures that all complaints are handled in a timely and transparent manner and is committed to finding resolutions that attempt to satisfy all parties involved.

Each complainant may be accompanied and/or assisted by a support person throughout the process.

All students have the right to appeal decisions made by BADT where reasonable grounds can be established. Request for appeal must also be lodged within a 20-working day period of the appealed decision.

Students shall also be provided the option of going external if they are not satisfied with the outcome. The student is required to notify BADT if they wish to proceed with the external appeals process.

Complaints and appeals shall be handled in the strictest of confidence and records are secured in accordance with the BADT records management system.

Outcomes of complaints and appeals processes shall be used to assist continuous improvement activities.

VERSION	DATE	CREATED/AMENDED BY	COMMENTS/AMENDMENTS	RESPONSIBLE PERSON
0.0	25/07/2024	RTO Admin	Policy created	Mg Director