

## Complaints and Appeals Policy

### Policy Purpose

The purpose of this Complaints policy and procedure is to outline Landscape Skills and Qld Small Business Courses' ("Landscape Skills") approach to provide a clear process for Landscape Skills (including trainers, assessors and other staff), Students and any Third Parties to raise their concerns and complaints in an efficient and effective manner. The purpose of this Appeals Policy is to provide students with the opportunity to appeal a decision made by the RTO.

### Scope and Policy Statement

This policy is available to the public through the website of Landscape Skills. It provides a guide for the procedure to be followed for any complaints or appeals received and adopts the principles of natural justice and procedural fairness by following the procedure within.

### Definitions

Appeal	Request for the review of an assessment decision made by Landscape Skills
Appeal period	The appeal period for issues related to assessment will be a maximum of one (1) month after the outcome of the particular assessment has been resulted.
Complaint	Complaint or allegations involving the conduct of Landscape Skills (including trainers, assessors and other staff), Third Parties conducting services on behalf of Landscape Skills or Students.
Complainant	Student or any person with the issue and making the complaint or appeal to Landscape Skills

### Responsibilities

The CEO will be responsible for the handling of all complaints in conjunction with any staff members related to the complaint or appeal.

### Procedures

Complainant to discuss the issue/ with the person involved to try and resolve it verbally.

If no resolution is reached, the complainant should discuss the issue / complaint with his / her trainer to see if it can be resolved.

If still no resolution the student should put the following information relating to the complaint or appeal in writing:

\* description of the complaint or appeal

\* state whether they wish to formally present their case

\* steps taken to deal with the complaint or appeal

### Procedures

\* what they would like to happen to fix the problem and prevent it from happening again

The complainant must submit the complaint/appeal to [matt@qsbcc.edu.au](mailto:matt@qsbcc.edu.au). Management will commence the process of complaints resolution within 48 hours of receipt of the complaint with a response/resolution to be presented to all parties within 30 days.

Should the issue still not be resolved to the complainant's satisfaction, Landscape Skills will make arrangements for an independent third party to resolve the issue and outline any costs that may be involved with this to the complainant. The complainant will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer than 14 days.

All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14-day period. If the process is taking longer than 60 days from the complaint or appeal being received the complainant will be notified in writing of the reason for the delay and kept informed about all progress.

If the complainant is still not happy with external mediation, he / she may take his / her complaint to the Queensland Training Ombudsman.

All documentation relating to complaints or appeals will be archived for audit purposes.

- ASQA
- CSQ
- DESBT