

Purpose

This procedure describes the processes whereby The Coaching Institute controls and manages all complaints and appeals relating to its delivery of training and assessment services.

Scope

This procedure applies to all students enrolled in The Coaching Institute courses and persons employed by or contracted to The Coaching Institute. This policy and associated processes relate to and meets the requirements of the Standards for Registered Training Organisations (RTOs) 2015 (Standard 6).

Responsible parties

The CEO has delegated the General Manager responsible for the management, control and issue of this procedure.

Definitions

A complaint or appeal is deemed to be dissatisfaction with the procedures, outcomes or the quality of service provided by employees of The Coaching Institute in relation to the following processes:

- student enrolment;
- the quality of training delivery;
- training/competency assessment, including recognition of prior learning;
- issuing of results, certificates and/or statements of attainment;
- any other activities associated with the delivery of training and assessment services; and
- other issues such as discrimination, sexual harassment, student amenities, etc.

Procedure

The Coaching Institute seeks to prevent appeals and complaints by adhering to The Coaching Institutes policy & procedures, relevant regulatory requirements and the Student Handbook. Complaints and appeals are treated seriously, investigated thoroughly, and dealt with according to the nature, severity and merit of the complaint.

The underlying principles of this policy are:

- The complaints and appeals process will be fair, accessible, visible, comprehensive, responsive, accountable, and constructive;
- The complaints process is free of charge;
- Privacy and confidentiality will be maintained and anonymity ensured where requested;
- The resolution of a complaint/appeal is the responsibility of all parties concerned.

It is our policy to ensure that the:

- Complaint, appeal and its outcome is recorded in writing;
- The student will remain enrolled whilst the process is ongoing; and
- Appellant is given a written statement of the appeal outcomes, including reasons for this decision.

By following the steps listed The Coaching Institute will ensure that the complaint, or appeal shall be handled in a professional, timely and confidential manner:

1. The complaint or appeal is received in writing.
Position: Principal Compliance Officer
Email: pco@thecoachinginstitute.com.au
2. On receipt of the complaint the recipient of the complaint is to forward the complaint to the Principal Compliance Officer for investigation and recording in the Complaints Register. The Principal Compliance Officer is to inform The General Manager that a complaint has been received.
3. The CEO is to be advised by monthly report of all complaints received and actions taken to resolve.
4. The Principal Compliance Officer is to investigate the matter and respond to the complainant in writing within 5 working days of receipt of the complaint.
5. Where the Principal Compliance Officer considers more than 60 calendar days are required to process and finalise the complaint, the Principal Compliance Officer will:
 - a. Inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
 - b. Regularly update the complainant or appellant on the progress of the matter.
6. Where the complaint relates to assessment, once the assessment process has been followed as per the Student Assessment Tool, the complaint should be made in writing to the Principal Compliance Officer within 5 working days of receiving the assessor's determination of the outcome.
7. If the complainant remains unsatisfied with the outcome and wishes to pursue the matter further, a final appeal should be made within 3 days of receiving the outcome to The General Manager through the Principal Compliance Officer. The General Manager is to respond within 10 working days and the decision of the General Manager becomes final.
8. If resolution is not reached and the complainant remains dissatisfied, the complainant *may* request TCI to provide for review by an appropriate party independent to TCI and to the complainant or appellant. In this event, TCI will contact the Dispute Settlement Centre of Victoria (DSCV) and ask them to determine if the matter is suitable for mediation. If the DSCV determine that the matter is suitable for mediation, TCI will request that the matter be mediated by one of the DSCV's mediators at a venue specified by the DSCV that is convenient to all parties. The mediator will not decide the outcome of the dispute but will assist the parties to reach agreement between themselves.
9. The Principal Compliance Officer will file the outcome report in the students file and ACT, complete details in the Complaints Register (electronic and hardcopy) and activate Continuous Improvement/Risk Management action if appropriate.

If the outcome of the complaint or appeal is favourable to the student, The Coaching Institute will implement any decision and associated action as soon as practicable.

R. Pearson
CEO

Flow Chart – Complaints and appeals process.

The complaint or appeal is received in writing
 Position: Principal Compliance Officer
 Email: pco@thecoachinginstitute.com.au

