



## Complaints and Appeals Information for Students, Trainers & Staff

Ref: RTO-D-8.5

March 2022

QJA is committed to resolving complaints in a fair, timely, transparent, and meaningful way.

This process applies to matters in relation to Learning Delivery: such as training delivery, student progress, assessment, course content, resources and materials, issuance of Statements of Attainment. The process also applies to complaints and appeals which are of a management or administrative nature: such as to do with delivery of service, financial matters in regard to fees, refunds and payment terms, learner or trainer behavior, personal information or training facilities.

Complaints may be lodged by students, trainers, staff, other organisations or members of the public. Complaints may be lodged at any time with the exception of complaints and appeals in regard to assessment. Such complaints must be lodged **within 30 days of notification** of the initial assessment decision.

### How Complaints will be processed:

Action	Notes
1. Lodging or making a complaint	<p>Although anonymous complaints will be accepted, there is no guarantee a thorough and full investigation and resolution to the process will be completed without full details</p> <p>Complaints may be lodged in writing to: The Registrar PO Box 65 MOOROOKA QLD 4105 Or Email <a href="mailto:admin@qja.com.au">admin@qja.com.au</a></p> <p>Complaints may be lodged directly with Australian Skills Quality Authority (ASQA). Details on how to lodge a complaint are located on the ASQA website at <a href="https://www.asqa.gov.au/complaints">https://www.asqa.gov.au/complaints</a></p>
2. Receipt of Complaint	<p>On receipt of the complaint the Registrar will</p> <ul style="list-style-type: none"> <li>• Record the complaint in the QJA Complaints Register</li> <li>• Acknowledge receipt of the complaint</li> <li>• Review the complaint and progress as required</li> </ul>
3. Investigate and Review	<p>The complaint will be investigated with interested and effected parties The Registrar will report on the investigation for review by the RTO Compliance Committee.</p>
4. RTO Compliance Committee Review	<p>The RTO Compliance Committee will review and seek to decide on resolution of the complaint or corrective actions. If the complaint is simple in nature the matter will be reviewed at the next meeting of the committee. If the complaint is more serious in nature, the committee will meet to determine corrective actions to be taken. A more serious complaint will be reviewed by the QJA Board for decision and outcome.</p>
5. Complainant Advised of outcome	<p>Once the RTO Compliance Committee has determined an outcome and/or the QJA Board has determined an outcome, the complainant will be advised in writing. The Complainant will be given opportunity to appeal the decision.</p>
6. If the Complainant lodges an appeal	<p>The appeal by the complainant will be referred directly to the RTO Compliance Committee for review and the process will commence from step 4.</p>