# COMPLAINTS AND APPEALS POLICY

## RELEVANT STANDARD(S):

*Standards for RTOs 2025 – Outcome Standards, Standards 2.7 and 2.8*

*Training Accreditation Council (TAC) Policies & Guidelines - Complaints About Registered Training Organisations (RTOs) Policy*

## PURPOSE

HealthPro Compliance Pty Ltd is committed to providing quality training and assessment services by fostering a fair, supportive, and transparent environment where feedback, complaints, and appeals are welcomed and effectively managed.

This policy establishes the principles and responsibilities to ensure procedural fairness and continuous improvement through effective complaints and appeals handling.

## SCOPE

This policy applies to all VET students, staff, contractors, and third-party service providers who wish to provide feedback, raise complaints, or lodge appeals.

It includes processes related to complaints and appeals about RTO services, staff conduct, or decisions that adversely impact VET students.

## PRINCIPLES OF THE POLICY

1. **Fair and Transparent Process:**
    - HealthPro Compliance Pty Ltd ensures that processes for handling complaints and appeals are clear, accessible, and applied consistently.
2. **Procedural Fairness:**
    - All complaints and appeals are handled impartially by individuals who are not directly involved in the issue. Complainants and appellants are given the opportunity to present their case.
3. **Accessibility and Support:**
    - Information on how to lodge complaints and appeals is publicly available through HealthPro Compliance Pty Ltd's website, and Student Handbook.
    - VET students are supported in submitting feedback and complaints, with staff available to assist if required.
4. **Timely Resolution:**
    - Complaints and appeals are acknowledged within 5 working days of receipt. HealthPro Compliance Pty Ltd aims to resolve issues within 30 calendar days where possible. If delays occur, regular updates are provided.

5. **Confidentiality:**
    - Information related to complaints and appeals is treated confidentially and shared only with individuals directly involved in resolving the issue.
6. **Continuous Improvement:**
    - Outcomes of complaints and appeals are reviewed and used to inform improvements to RTO practices and service delivery.

## RESPONSIBILITIES

- **Complaints Officer:** The initial point of contact for complaints and appeals. Responsible for acknowledgment, tracking, and ensuring appropriate follow-up.
- **Training Manager:** Reviews and resolves complaints and appeals in line with procedural fairness.
- **CEO:** Oversees complex cases and ensures effective resolution when required.

## CATEGORIES OF COMPLAINTS AND APPEALS

- Complaints related to HealthPro Compliance Pty Ltd's services, processes, or resources.
- Complaints regarding staff or student behavior.
- Appeals related to assessment outcomes, enrolment decisions, RTO policies, and any other decisions made by the RTO such as results of a previous complaint.

## POLICY REQUIREMENTS

### 1. Informal Complaints

- Before lodging a complaint, all VET students are encouraged to first attempt to resolve their issues informally. This can often lead to a quicker and more satisfactory resolution.
- If there is a concern, VET students are encouraged to talk to the trainer or contact Student Services at 0451 294 951 or via admin@hpcompliance.com.au. The trainer / Student Services will work with the VET student to try and resolve the issue promptly and informally.
- If the VET student is not satisfied with the outcome of the informal resolution process, he/she has the right to lodge a formal complaint.

### 2. Complaints Handling System

- Formal complaints can be submitted through multiple channels, including the Complaints Lodgment Form, email, phone, or in-person.
- Complainants will receive written acknowledgment within 5 working days.

**3. Informal Appeals**

- Before lodging an appeal, VET students are encouraged to first attempt to resolve it informally by contacting HealthPro Compliance Pty Ltd's Complaints Officer at 0451 294 951 or via admin@hpcompliance.com.au.. This initial contact provides an opportunity to discuss the decision made by HealthPro Compliance Pty Ltd, clarify any misunderstandings, and present any supporting evidence.
- VET students are asked to explain why they believe the decision made by HealthPro Compliance Pty Ltd is incorrect and provide evidence that supports their claim. The Complaints Officer will review the information and attempt to resolve the appeal informally.
- If the VET student is still not satisfied with the outcome of the informal resolution process, they may submit a formal appeal in writing using HealthPro Compliance Pty Ltd's Appeals Lodgement Form.

**4. Appeals Handling System**

- Appeals must be submitted using the Appeals Lodgment Form and will be acknowledged within 5 working days.
- An unbiased person not involved in the original decision will review the appeal.
- Appellants are kept informed of progress, with outcomes provided within 30 days where possible.

**5. Procedural Fairness**

- All parties involved in complaints and appeals are given the opportunity to be heard.
- Decisions are made impartially, and similar cases are treated consistently.
- The privacy of complainants and appellants is protected.

**6. Communication of Outcomes**

- Written statements of outcomes, including reasons for decisions, are provided to all relevant parties.
- Where complaints or appeals cannot be resolved internally, information about external escalation options is provided.

**7. Continuous Improvement**

- Complaints and appeals data are reviewed periodically to identify trends.
- Action items are recorded in the Continuous Improvement Register and tracked for resolution.

## EXTERNAL ESCALATION OPTIONS

- If complainants or appellants are not satisfied with the outcome, they can seek external review through independent third parties, such as:
    - National Training Complaints Hotline
    - Training Ombudsman
    - Other relevant regulatory bodies

## VERSION CONTROL

| Version Control Table | | | | | |
|---|---|---|---|---|---|
| **Date** | **Summary of Modifications** | **Modified by** | **Version** | **Date of Implementation** | **Next Review Date** |
| 17/07/2025 | Document creation | HealthPro Compliance Pty Ltd | v. 1.0 | 26/02/2026 | 25/02/2027 |

## RTO INFORMATION

| RTO INFORMATION | |
|---|---|
| Document Name | HPC - Complaints and Appeals Policy v1.0 |
| RTO/Company Name | HealthPro Compliance Pty Ltd |
| ABN | 16 684 394 876 |
| RTO Code | #53053 |
| Phone | 0451 294 951 |
| Email | admin@hpcompliance.com.au |
| Manager | Student Services |
| Website | www.hpcompliance.com.au |
| Address | Suite 3, 16 Kearns Crescent, Ardross, WA 6153; P.O. box 706 Applecross 6153 |