



National Recognised Training Provider Number: 30798

Complaints and Appeals Policy and Procedures



Complaints and Appeals Policy and Procedures

The Management of The College of Health and Fitness shall ensure that all complaints and appeals are dealt with in accordance with the principles of natural justice and procedural fairness and remain publicly available. All complaints and appeals shall be subject to notification within The College of Health and Fitness' management meeting and require the implementation of The College of Health and Fitness complaints and appeals process.

Scope of Complaints and Appeals Policy

The College of Health and Fitness will manage and respond to allegations involving the conduct of:

- a) The College of Health and Fitness, its trainers, assessors or other staff;
- b) a learner of The College of Health and Fitness.
- c) a third-party providing services on behalf of The College of Health and Fitness, its trainers, assessors or other staff. Where training and/or assessment is delivered by a third party organisation on behalf of The College of Health and Fitness (TCOHAF, RTO 30798) under a formal arrangement, this complaints and appeals policy applies in full to all aspects of that delivery. Students are not required to raise concerns with the third party directly, and TCOHAF does not require students to exhaust any third party complaint process before lodging a complaint with TCOHAF. All complaints relating to third party delivery — including the conduct of third party staff, the quality of training or assessment, facilities, student support, or any other matter arising from the third party arrangement — will be received, managed, and resolved by TCOHAF in accordance with this policy. TCOHAF retains full responsibility for the quality of all training and assessment delivered on its behalf and will take appropriate action where a complaint identifies a concern with a third party's systems, practices, or conduct.

Complaints and Appeals Procedures

Complainants may choose to submit a complaint to The College of Health and Fitness staff via the Informal Process or Formal Process.

The College of Health and Fitness staff are required to explain to the complainant the Informal and Formal complaints and appeals processes available to them.

(Please note 'The College of Health and Fitness staff' will be considered to include third parties or partnering organisation staff)

Informal process

- Complainants may submit a complaint (verbally or in writing) directly to staff of The College of Health and Fitness for the purpose of resolving a complaint through discussion and through mutual agreement. All complaints received will be acknowledged in writing within 5 working days by the Management of The College of Health and Fitness and recorded in the Complaints Register.
- Complainants must clearly explain (verbally or in writing) the nature of their complaint and their desired outcome so that The College of Health and Fitness staff can address the complaint effectively.

- Where complainants wish to meet with The College of Health and Fitness staff to detail their complaint, they may be accompanied by a third party of their choice to support them in the informal process discussion.
- The College of Health and Fitness staff will respond in writing to all informal complaints within 5 working days of receipt of a written complaint or a formal meeting, whichever is the latter.
- The outcome of all informal processes, when finalised shall be recorded in the Complaints Register and shall include recommendations for continuous improvement actions, regardless of whether the complainant accepted the results of the review or not.
- All informal complaints that are not resolved with complainants by mutual agreement with The College of Health and Fitness staff will require the completion of the Formal complaints process.

Formal Process

- When a complainant wishes to submit a formal complaint or is dissatisfied with the attempt to resolve a complaint informally (directly with staff) the Complainant may submit a formal complaint to The College of Health and Fitness management utilising the 'College of Health and Fitness Complaint Form'.
- The College of Health and Fitness Management will respond in writing to all formal complaints within 5 working days of receipt of a 'College of Health and Fitness Complaint Form'.
- When a Complaint is recognised as requiring more than 60 calendar days to resolve, the management of The College of Health and Fitness must inform the complainant in writing, including reasons why more than 60 calendar days are required; and regularly update the complainant on the progress of the matter.
- The College of Health and Fitness Management shall respond to formal complaints from complainants in writing proposing a resolution to the complaint.
- The College of Health and Fitness Management responses to the complainant shall include information and procedures concerning the complainant's right to request a review of the proposed resolution, either through further internal review or by an independent external party.
- The outcome of all formal processes, when finalised shall be recorded in the Complaints Register and shall include recommendations for continuous improvement actions, regardless of whether complainant accepted the results of the review or not.

When a complainant requests a review of the proposed resolution, the formal complaint and copies of all relevant investigation and enquiry outcomes will be provided to the College of Health and Fitness Director(s).

Review Process

- When a Complainant requests a Review of the proposed resolution of a Formal complaint or is dissatisfied with the attempt to resolve a complaint formally (by College Management) the complainant may request a Review by the College of Health and Fitness Director(s) utilising the 'College of Health and Fitness Complaint Form'. The College of Health and Fitness will acknowledge receipt of this form within 5 working days.
- The College of Health and Fitness Director(s) will respond in writing to all Review Requests within 5 days of receipt of a 'College of Health and Fitness Complaint Form'.
- When a Complaint is recognised as requiring more than 60 calendar days to resolve, the Director(s) of The College of Health and Fitness must inform the complainant in writing, including reasons why more than 60 calendar days are required; and regularly update the complainant on the progress of the matter.
- The College of Health and Fitness Director(s) shall respond to formal complaints in writing, providing reasons for supporting or altering the proposed resolution.
- The College of Health and Fitness Director(s) responses to the complainant shall include information and procedures concerning the complainant's right to appeal the proposed solution and request for an independent adjudicator.
- The outcome of all review processes, when finalised shall be recorded in the Complaints Register and shall include recommendations for continuous improvement actions, regardless of whether complainant accepted the results of the review or not.

Appeals Process

In the event of a complainant advising that they are dissatisfied with the Review Process by The College of Health and Fitness Director(s), the Director(s) shall provide an additional opportunity to provide a solution and shall apply the External Appeal process.

External Appeals

- The College of Health and Fitness Management after instruction from the Director(s) shall advise the Appellant that an Independent Third party shall be sought to consider the nature of the complaint and a possible further resolution at no cost to the Complainant.
- The selection of the Independent Third party shall be communicated with the Appellant within 5 working days and the selection must be with the mutual agreement of the Appellant.

- The College of Health and Fitness management shall make contact with the Independent Third party and provide all documentation related to the formal appeal and Appellant contact details within 5 working days of the Appellant agreeing to their selection.
- Independent adjudication responses must be received within working 7 days from the date that all formal appeal documentation is provided to the Independent Adjudicator.
- When an Appeal process is recognised as requiring more than 60 calendar days to resolve, the management of The College of Health and Fitness must inform the Appellant in writing, including reasons why more than 60 calendar days are required; and regularly update the appellant on the progress of the matter.
- On receipt of the formal documentation the Independent Third party shall make contact with the Management staff of The College of Health and Fitness and the Appellant and arrange a suitable time for further discussion pertaining to the formal complaint.
- All Independent Third Party proposed solutions shall be final and be reported to the College of Health and Fitness management and the Appellant in writing and will require immediate implementation by both parties.

Assessment result appeals

All appeals from Learners relating to assessment results must be received in a period no longer than 3 months following the competency decision.

Assessment Appeals Procedure

Staff delivering training and assessment services on behalf of The College of Health and Fitness will be required to:

Provide timely guidance to all course participants regarding the assessment appeals procedure.

Clarify any aspects of the assessment results that a student does not understand.

Provide each student that requests an assessment appeal with the required 'Assessment Appeal form'.

Communicate directly via email as soon as possible with the College of Health and Fitness' management on any advice (verbal or written) provided by a student that they are seeking to appeal an assessment decision.

Acknowledge receipt of an Assessment Appeal form within 5 working days.

Schedule a meeting with the student and the management of The College of Health and Fitness when a completed assessment appeal form is received from a student.

Communicate any outcome decision by the management of The College of Health and Fitness to uphold or overturn an assessment appeal to the student's by completing the assessment appeal form clearly identifying the reason for the outcome.

All assessment appeals will be processed by the staff and management of The College of Health and Fitness within 10 days of receipt of an appeal. All assessment appeals must be maintained on the students file.

Student records will be adjusted to comply with the College of Health and Fitness management appeal outcome decisions.

Complaints and appeals records

The College of Health and Fitness management shall maintain records of all complaints, reviews and appeals and their outcomes in The College of Health and Fitness Complaints register. De-identified outcomes of complaints and appeals will be referenced in The College of Health and Fitness Management/Staff meeting minutes identifying potential causes of complaints and appeals and take appropriate corrective actions to eliminate or mitigate the likelihood of reoccurrence.

Records of all Informal, Formal complaints, Reviews and appeals will be recorded in The College of Health and Fitness Complaints register.