



Complaints and Appeals

Kayosor Pty Ltd
T/a TAE Institute
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Complaints and Appeals

Kayosor Pty Ltd trading as TAE Institute (hereafter known as TAE Institute) treats complaints and appeals from staff, partner organisations, participants, and other parties very seriously and we will deal with these in an effective and timely manner. Complaints can be made about TAE Institute, its staff, other participants or third parties and are typically aiming to resolve all complaints within three weeks.

TAE Institute will act upon any substantiated complaint or appeals, these will be recorded into our RTO Management System and will lead where appropriate, to continuous improvement activities.

The data entry responsibility including maintaining security of these complaints and appeals lies with the CEO.

A person or organisation can complain about any aspect of our dealings with them, and the participant can appeal any decision we make, including assessment decisions.

In the first instance that a person or organisation is unhappy or dissatisfied with an aspect of our service delivery, they should consult their contact person. Employers or Companies should contact the CEO.

Participants should contact their assessor. The assessor should be the first point of contact for participants, the aim of this first contact is to resolve the issue quickly.

If the participants complaint is about the assessor, and they are uncomfortable discussing this issue with the assessor then they should contact the CEO.

If the complaint is about the CEO, then the alternative contact is the Operations Manager.

Should the complaint or appeal not be resolved in the first instance, then the complainant is requested to formally lodge a complaint or appeal by completing either the complaint or appeal form, these forms are available from the Assessor, the CEO and CEO.

The appellant or complainant can take the form away to complete, but this should be returned within 48 hours so the matter can be promptly investigated.

This formal complaint or appeal will be entered into our Complaints or Appeals register for tracking purposes. This is the responsibility of the CEO, the receipt of the Complaint or Appeal will be formally acknowledged within one business day, in writing by CEO.

Should the nature of the complaint refer to criminal matters or where the welfare of people is in danger, TAE Institute will, with the permission of the participant, seek assistance from other authorities such the Police, Legal Representative or other parties as appropriate.

Participant confidentiality will be maintained at all times as is consistent with state and Commonwealth Law.

At all times the principles of Natural Justice be upheld, the complainant/appellant will remain informed of the progress of their complaint or appeal through written correspondence.

TAE Institute will ensure that the participant's academic progress will remain unimpeded by their complaint or appeal.

Upon receipt of the formal complaint or appeal, the CEO will be responsible for resolving the issue.

This will involve at least a formal interview with the participant, the assessor, the Operations Manager and the CEO if appropriate. If this is unable to resolve the issue, then the issue can be escalated to a mutually agreeable independent person or panel.

Engagement of the external assistance will be the responsibility of the CEO.

The suitable independent person or panel will need to be agreed upon by the participant and TAE Institute, this could include another external Assessor, or it could include an independent commercial mediator such as the Resolution Institute.

The Resolution Institute can be contacted via <http://www.resolution.institute/contact-us>

Suite 602, Level 6 Tower B, Zenith Centre,
821-843 Pacific Hwy,
Chatswood NSW 2067
Phone: +61 2 9251 3366
Freecall: 1800 651 650
Fax: +61 2 9251 3733
Email: infoaus@resolution.institute

Escalation to an external mediation service is a significant process and incurs significant costs.

Engagement of the external assistance will be the responsibility of the CEO.

TAE Institute is prepared to undertake escalation to independent mediation if TAE Institute is not able to resolve a dispute with a participant.

Once the need for Independent Mediation is agreed upon with the participant, TAE Institute will obtain a written quote for this process from the agreed mediation company; this written quote is to be shared with the participant.

For the process to proceed, both the participant and TAE Institute will lodge with the agreed mediator money to the full value of the quote from the mediator.

The party whose position is NOT upheld by the mediator pays for the mediation service; the party whose position is upheld will receive a refund from the mediator.

Should a compromise position be determined by the mediator both parties agree to pay respective shares as determined by the mediator.

The complainant or appellant will be provided with a formal written statement of the resolution of the complaint or appeal, this will state the reasons for the decision.

At all times will we keep our participants informed of the progress of their complaint or appeal. Should this process take longer than sixty (60) days we will ascertain the course of the of the delay and keep the participant informed of these reasons through written correspondence.

Participants are also able to lodge a complaint about TAE Institute with ASQA. However please be aware that ASQA is not an advocacy institute for Participants.

A further option available to people and organisations is the National Training Complaints Hotline. This **number is 13 38 73** and is staffed Monday–Friday, 8am to 6pm nationally.

More details on the National Complaints Hotline can be found at <http://www.industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/default.aspx>

Assessment Appeals

In rare circumstances, the participant may object to decisions made by TAE Institute, including assessment outcomes, and wish to appeal these decisions.

Possible grounds for an Assessment appeal could be (and others are possible):

- The correct response was provided however the response was marked incorrect in error
- The material assessed was not covered in learning materials
- The response provided by the participant was the response provided in class
- Or any other reason.

In the case of the Assessment appeal, the participant will follow the same basic steps as outlined in the complaint and appeal section.

1. Discuss the issue with your assessor and seek their opinion.
2. If you are still dissatisfied, complete the appeals form and submit it to the CEO who will:
 - a. provide written receipt of your case within one business day,
 - b. review your case and if desired, you will be able to present your case to the CEO. The CEO will review your case with you and provide you with a written response, including the reasons for the response.
3. At all times, the participant is to be kept updated as to the progress and resolution of the matter.

Irrelevant of the process undertaken to resolve the matter, the appellant will be provided with a formal written statement of the resolution of the complaint or appeal and this will state the reasons for the decision.

At all times will we keep our participants informed of the progress of their complaint and appeal; should this process take longer than sixty (60) days we will keep the participant informed of these reasons through written correspondence.

Flow Chart Representation:

