

## **Complaints and Appeals**

**Reference:** Clause 6.1-6.5 of Users Guide to the Standards of Registered Training Organisations (RTOs) 2015

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The purpose of this procedure is to outline the steps for handling complaints and appeals received from students, employees, third parties and stakeholders of SIBT. SIBT manages and responds to complaints in relation to: its training and assessment; client services; the conduct of SIBT, its trainers, assessors and staff; a learner of SIBT.

Principles of natural justice and procedural fairness are followed at every stage of the complaint and appeal process by allowing anyone subject to a decision by the RTO, or anyone who has allegations made against them, to a right of reply before a decision is made.

Complaints and appeals are handled in the strictest of confidence and records are securely stored.

Outcomes of complaints and appeals processes are used for continuous improvement. Appropriate actions are taken to correct the matter of concern and eliminate the likelihood of reoccurrence.

SIBT will endeavor to resolve the complaint as soon as practicably possible.

### **Informal Complaints**

Students are encouraged to speak to their teacher or contact the office to raise any concerns or complaints. It is expected that prior to initiating a formal complaint process, the parties involved will attempt to resolve concerns directly wherever possible. It is expected that many concerns will be resolved in the first instance and no further action will be required. Should a teacher be unable to resolve a concern at class, they are to advise the student to direct their concern to the office via email and the teacher is to record this on the class feedback sheet.

### **Formal Complaints Procedure**

Formal complaints can be made by emailing SIBT on [admin@massageschool.com.au](mailto:admin@massageschool.com.au) and should provide the complainants contact details, details of the concern and the desired outcome.

SIBT acknowledges receipt of all complaints by return email.

Where SIBT considers it requires more than 60 calendar days to process and finalise the complaint, SIBT informs the complainant in writing outlining the reason, and updates are provided regularly.

If a complaint cannot be investigated by SIBT for any reason, the complainant will be informed and referred to the most appropriate body.

SIBT Management reviews the complaint and advises the outcome via email.

Outcomes of the process that resolve the complaint are implemented immediately.

### **Appeals**

Where SIBT is unable to resolve the complaint or the complainant is dissatisfied with the outcome, they can appeal and request a review of the decision from an independent third party. Appeals are to be lodged in writing within 28 days of the outcome.

SIBT acknowledges receipt of the appeal request via email and advises the anticipated review period, the independent review person and discloses any costs that may occur associated with the review.

Where SIBT considers it requires more than 60 calendar days to process and finalise the appeal, SIBT informs the complainant in writing outlining the reason, and updates are provided regularly.

The third party review person makes a determination and advises SIBT of the outcome. SIBT advises the appellant of the outcome in writing.

Outcomes in favour of the appellant are implemented immediately.