

Complaints and Appeals Policy

Purpose

This policy is to provide clear and practical guidelines to ensure that complaints and appeals lodged with Connection Group Australia can be resolved, equitably and efficiently, in accordance with the principles of natural justice. The Complaints Policy is there to manage and respond to allegations involving the conduct of Connection Group Australia, its trainers, assessors or other staff or students of the RTO.

Policy

Connection Group Australia acknowledges that a student, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation. The student has the right to present the complaint or appeal formally as well as in writing.

Connection Group Australia will manage all complaints and appeals fairly, equitably and efficiently as possible.

Connection Group Australia will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, Connection Group Australia acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

Confidentiality will be maintained throughout the process of making and resolving complaints. Connection Group Australia seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

A copy of this Policy is available to all students and staff and is available in the Student Handbook. The information will also contain details of external authorities that they may approach.

Where complaints or appeals have been received, Connection Group Australia will keep evidence of how the matter was dealt with and the outcome (including the timeframes). Connection Group Australia will use this information received via any complaint to review processes and practices to ensure the issue doesn't happen again.