



Complaints and Appeals Process

DTEC's personnel strive to deliver high quality training and assessment, and to provide excellent customer service to our clients at all times. We acknowledge, however, that occasionally there may be situation where people are dissatisfied with our actin, products, service or decisions. It is important that these are brought to our attention so that they can be dealt with fairly, efficiently and effectively.

This document describes the process that should be followed by someone who wishes to make a complaint or is dissatisfied with a decision made by DTEC. The process is designed to make it easy for a person to engage with DTEC personnel about issues or concerns they may hold, while also providing them with an opportunity to escalate these issues or concerns if not addressed to their satisfaction in the first instance.

What are complaints?

A **complaint** is any expression of dissatisfaction with an action, product or service of DTEC. Matters about which complaints may be made include, but are not limited to:

- Information provided to clients by DTEC
- Delivery of training by DTEC
- Behaviour of DTEC staff or trainers
- Training and assessment resources
- Qualifications/statements of attainment that have been issued/not issued
- Facilities or premises
- Record keeping
- Students behaviour
- Assessment methods or processes

What is an appeal?

An **appeal** is where a person is dissatisfied with a decision made by DTEC assessors and would like the decision to be reviewed. Appeals against assessment decisions are considered against the assessment principles of validity, reliability, fairness and flexibility.

Who can make a complaint or appeal?

A **complaint** or **appeal** may be lodged by:

- Any DTEC client, including participants
- A person representing the student
- DTEC staff members
- Industry personnel

How can I make a complaint?

1. Discuss you issue/concern with:
 - o The DTEC staff member involved

- The DTEC Team Leader
- The DTEC Training Manager

If this person is unable to resolve the issue/concern, they may refer you to another DTEC staff member who is able to help.

2. In the complaint is not resolved to your satisfaction and you wish to take it further, put your complaint in writing and submit by email, mail or in person.
3. The DTEC Training Manager will acknowledge the receipt of your complaint in writing within 7 days or receiving it and will open an investigation. The investigation may include:
 - Speaking with you about the complaint
 - Speaking with the person/people to whom the complaint relates
 - Speaking with your supervisor or a representative from your organisations (generally in cases where your employer funded the training)
 - Seeking external advice

The Training Manager will ensure that the investigation is fair and unbiased, and that those involved are given an opportunity to present their side of the matter.

4. The DTEC Training Manager will advise you, in writing, of the outcome of the investigation. Where possible, this will be done within 10 working days or receiving the complaint in writing. If additional time is needed, the Training Manager will inform you in writing and will provide you with reasons as to why the additional time is needed. You will also be provided with regular updates on the progress of the investigation.
5. If you are not satisfied with the outcome of the investigation and you wish to take it further, you must request DTEC to arrange for an independent mediator to become involved. This request must be made in writing.

The DTEC Training Manager will then contact the Australian Mediation Association and request the name of an independent mediator, as well as a quotation for their services, and will provide these details to you in writing.

If you wish to proceed with the independent mediation, you must advise the DTEC Training Manager in writing and you will be required to pay half of the independent mediation costs.

6. If you are not satisfied with the outcome of the independent mediation, you may refer the matter to the Australian Skills Quality Council (ASQA) complaints team. Details about how to lodge a complaint with ASQA can be obtained from the ASQA website.

How can I make an appeal?

1. Discuss the decision with the person who made it, and ask them to explain the reason for their decision.

2. Should you remain dissatisfied with the decision, politely request the person who made the decision to review it. As part of this process, they may decide to review the information on which their decision was based and discuss their decision with other DTEC personnel, including the DTEC Training manager or Compliance Coordinator.
3. If the matter is not resolved to your satisfaction and you wish to take it further, put your appeal in writing and submit via email, mail or in person, marked for the attention of the Training Manager.
Please note: If you wish to launch a formal appeal, you must do so within one month of the original decision being communicated to you.
4. The DTEC Training Manager will acknowledge the receipt of your appeal in writing within seven days of receiving it and will begin an investigation. The investigation may include:
 - Speaking with you about the complaint
 - Speaking with the person/people to whom the complaint relates
 - Speaking with your supervisor or a representative from your organisations (generally in cases where your employer funded the training)
 - Seeking external advice

The Training Manager will ensure that the investigation is fair and unbiased, and that those involved are given an opportunity to present their side of the matter.

5. The DTEC Training Manager will advise you, in writing, of the outcome of the investigation. Where possible, this will be done within 10 working days of receiving the appeal in writing. If additional time is needed, the Training Manager will inform you in writing and will provide you with reasons why additional time is needed. The Training Manager will also provide you with regular updates on the progress of the investigation.
6. If you are not satisfied with the outcome of the investigation and you wish to take it further, you must request DTEC to arrange for an independent mediator to become involved. This request must be made in writing.

The DTEC Training Manager will then contact the Australian Mediation Association and request the name of an independent mediator, as well as a quotation for their services, and will provide these details to you in writing.

If you wish to proceed with the independent mediation, you must advise the DTEC Training Manager in writing and you will be required to pay half of the independent mediation costs.

7. If you are not satisfied with the outcome of the independent mediation, you may refer the matter to the Australian Skills Quality Council (ASQA) complaints team. Details about how to lodge a complaint with ASQA can be obtained from the ASQA website.

Contact: Training Manager - David Donovan

Email Address: david.donovan@rac.com.au

Postal Address: RAC DTEC 16 Grogan Rd, Perth International Airport, 6105

