

COMPLAINTS AND APPEALS POLICY

SETS view all complaints and appeals as an opportunity to improve the services we provide. Where a learner feels they have cause to raise an issue we encourage them to do so.

Complaints

This policy covers managing and responding to allegations involving the conduct of:

1. Our organisation including, our trainers, assessors and other staff
2. Any third parties providing services on our behalf including its trainers, assessors or other staff, and
3. Our learners.

Appeals

This policy also covers to requests for review of decisions, including assessment decisions, made by:

1. Our organisation, and
2. Any third parties providing services on our behalf.

Our approach to resolving issues:

In all cases we ask that if you feel comfortable doing so you first try to resolve the issue by speaking to someone about it.

Ideally the person you speak should be the person concerned, if not that person then someone you believe to be their supervisor or another person in authority.

If you are uncomfortable raising the issue in person then we ask that you answer six simple questions for us, but we will need enough information to take action on your behalf:

Question	What information we would like to know
Who	Who is the person you have the issue with? Their name is best if you have it or how you came into contact with them i.e., receptionist, person you spoke over the phone, etc.
What	What was it that raised your concerns? I.e. inappropriate behaviour, a decision you believe wasn't fair, an instruction you believe was unsafe, etc.
When	What was the date and/or course you were attending when the issue arose?
Where	Where did the issue occur? Tell us as much about the place where the issue occurred as you can.
Why	Tell us why you believe the issue occurred, i.e. misunderstanding during training, insufficient instructions provided, lack of sensitivity to diversity, etc.
How	How you would like the issue resolved? What would be your preferred outcome?

How to lodge your complaint or appeal.

You can answer these questions by any means you prefer, telephone, email, text, letter or note or ask us for a form.

Acknowledgement:

We have a regulatory obligation to acknowledge your complaint or appeal in writing so we will need enough personal information about you to do so, we will need your name and either a postal address or email address.



Natural Justice and Procedural Fairness:

Put simply, this means there are two views to every situation; yours and the other persons. So, we will afford all parties concerned an opportunity to give their view of the issue before any decisions are made.

Timeframes:

We are required to finalise complaints and appeals as soon as practicable (as quickly as reasonably possible).

Where we can resolve the issue at the time we will. If we can't resolve the issue at the time, we will finalise it within five working days of you advising us.

If we think that the issue might take longer than 60 calendar days to process and finalise, we will write and tell you so and the reason why, we will also give you regular updates on the progress of the matter.

What if we are unable to resolve the issue?

If we are unable to resolve the issue, and you ask us to, we will have an appropriate independent third party provide a review at no cost to you.

Your privacy is ensured:

We will take appropriate measures to ensure your personal details and the details of your complaint or appeal are kept secure.

Who else can you lodged a complaint with?

If you are not satisfied with the outcome of your complaint or appeal, or feel that you want take the issue to an external authority, you can contact the following:

NOTE: ASQA requires that before lodging a complaint with them that our complaints/appeals process must have been followed first.

Australian Skills Quality Authority (ASQA)

By phone: To speak to an ASQA representative please contact the ASQA info line on 1300 701 801 between 9.00 am and 7.00 pm Eastern Standard Time (EST), Monday to Friday (dial +61 3 8613 3910 from outside Australia).

Interpreter services are available through the Australian Government's Translating and Interpreting Service by calling 131 450.

Online: You can contact ASQA online by completing the [ask ASQA a question online form](#) or email enquiries@asqa.gov.au

To provide feedback about ASQA email feedback@asqa.gov.au

Post: ASQA's postal address is GPO Box 9928, Melbourne, VIC 3001.

OR

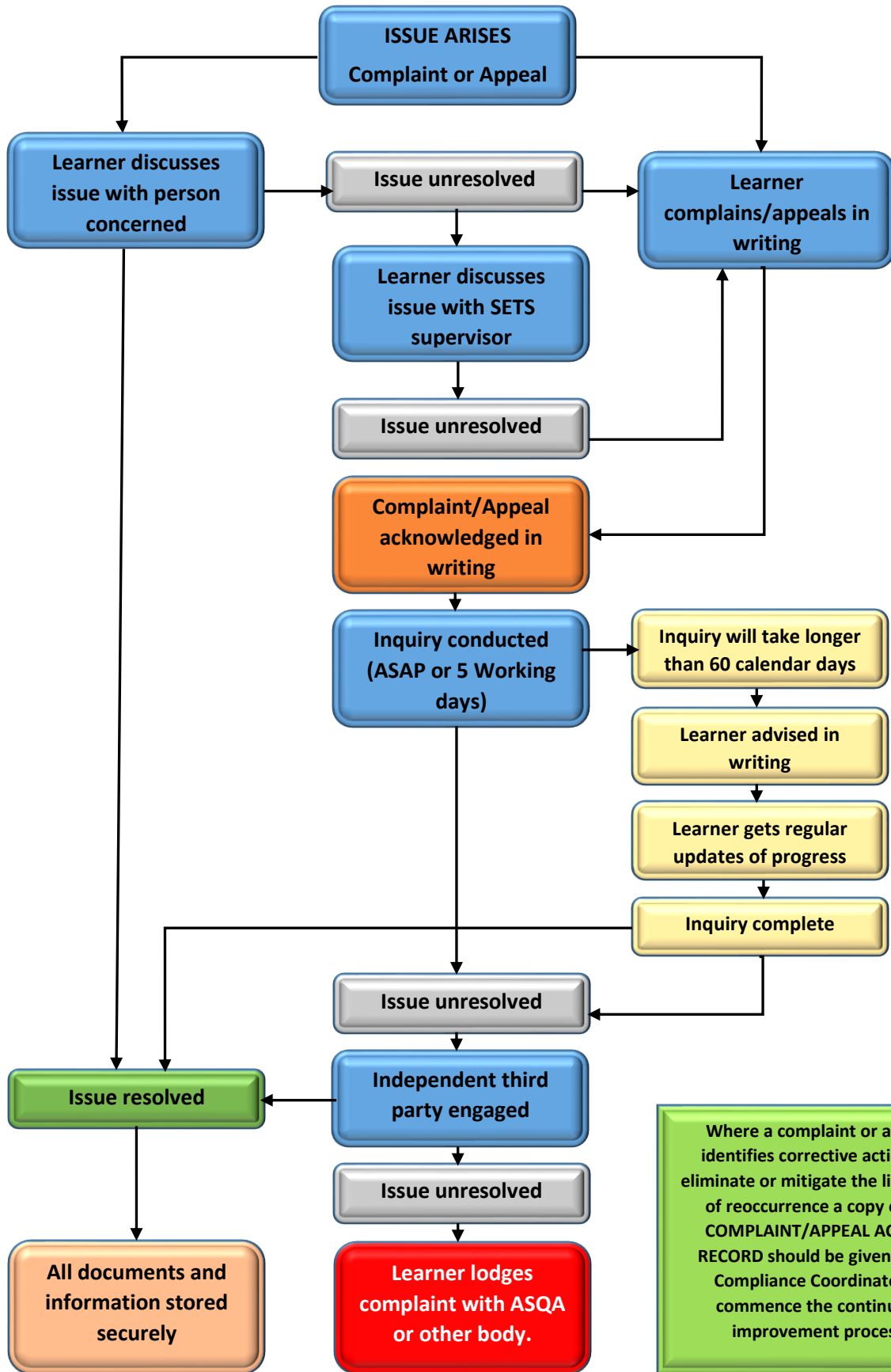
The National Training Complaints Hotline

Phone: 13 38 73 - Please select option 4, Monday–Friday, 8am to 6pm nationally.

Email: Please see the process for [submitting an email complaint](#).

The National Training Complaints Hotline uses the services of the Translating and Interpreting Service and National Relay Service.

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Where a complaint or appeal identifies corrective actions to eliminate or mitigate the likelihood of reoccurrence a copy of the COMPLAINT/APPEAL ACTION RECORD should be given to the Compliance Coordinator to commence the continuous improvement process.

This process diagram defines and supports the SETS Complaints and Appeals Policy.



SETS COMPLAINTS AND APPEALS FORM

Please complete and return this form to SETS:

By Hand 	4 Kenhelm Street, Balcatta WA 6021
By Post 	4 Kenhelm Street, Balcatta WA 6021
By Email 	admin@setservices.com.au

Your Name	
Your Email or Postal Address	

Optional contact information

Your Telephone/Mobile Number	
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Please answer the following questions:

Question	Information we would like to know...
Who?	Who is the person you have the issue with? Their name is best if you have it or how you came into contact with them, i.e. receptionist, person you spoke over the phone, etc.
Answer	
What?	What is your issue or concern? I.e., inappropriate behaviour, a decision you believe wasn't fair, an instruction you believe was unsafe, etc.
Answer	
When?	What was the date and/or course you were attending when the issue arose?
Answer	
Where?	Where did the issue occur? Tell us as much about the place where the issue occurred as you can, i.e. in the classroom, in the training area, whilst under instruction in a vehicle, etc.
Answer	
Why?	Tell us why you believe the issue occurred i.e., misunderstanding during training, insufficient instructions provided, lack of sensitivity to diversity, etc.
Answer	
How?	How you would like the issue resolved? What would be your preferred outcome?
Answer	

Thank you for raising this issue. We will deal with this matter according to our Complaints and Appeals Policy which is available upon request at admin@setservices.com.au

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