



## Complaints and Appeals Policy and Procedure

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Registered training provider no. 6871

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## Complaints and Appeals Policy and Procedure

CMNL Academy is committed to:

- A request for a review of decisions and respond to allegations involving:
  - Our academic, administration or management staff;
  - Our services or a third party providing services on our behalf; and/or
  - An CMNL Academy student
- Reassuring students that any disputes or grievances will be taken seriously, handled professionally and confidentially in order to achieve a speedy resolution;
- Ensuring that students have a clear understanding of the steps involved;
- Informing our students of their right to take their complaint to an arbiter if they wish to do so;
- Providing students with contact details of public and/or independent arbiter; and
- Informing our staff of the Complaints and Appeals Policy and Procedures to assist the students with their concerns.

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### Improvement Opportunity

Any complaint outcomes shall be discussed at the next management meeting to see if there is a need to identify potential causes of complaints and appeals and the appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence and if there is a need for:

- Updating any policy or procedure;
- Purchasing new equipment or services;
- Providing professional development to staff;
- Updating the record keeping procedures; and
- Other areas of improvement.

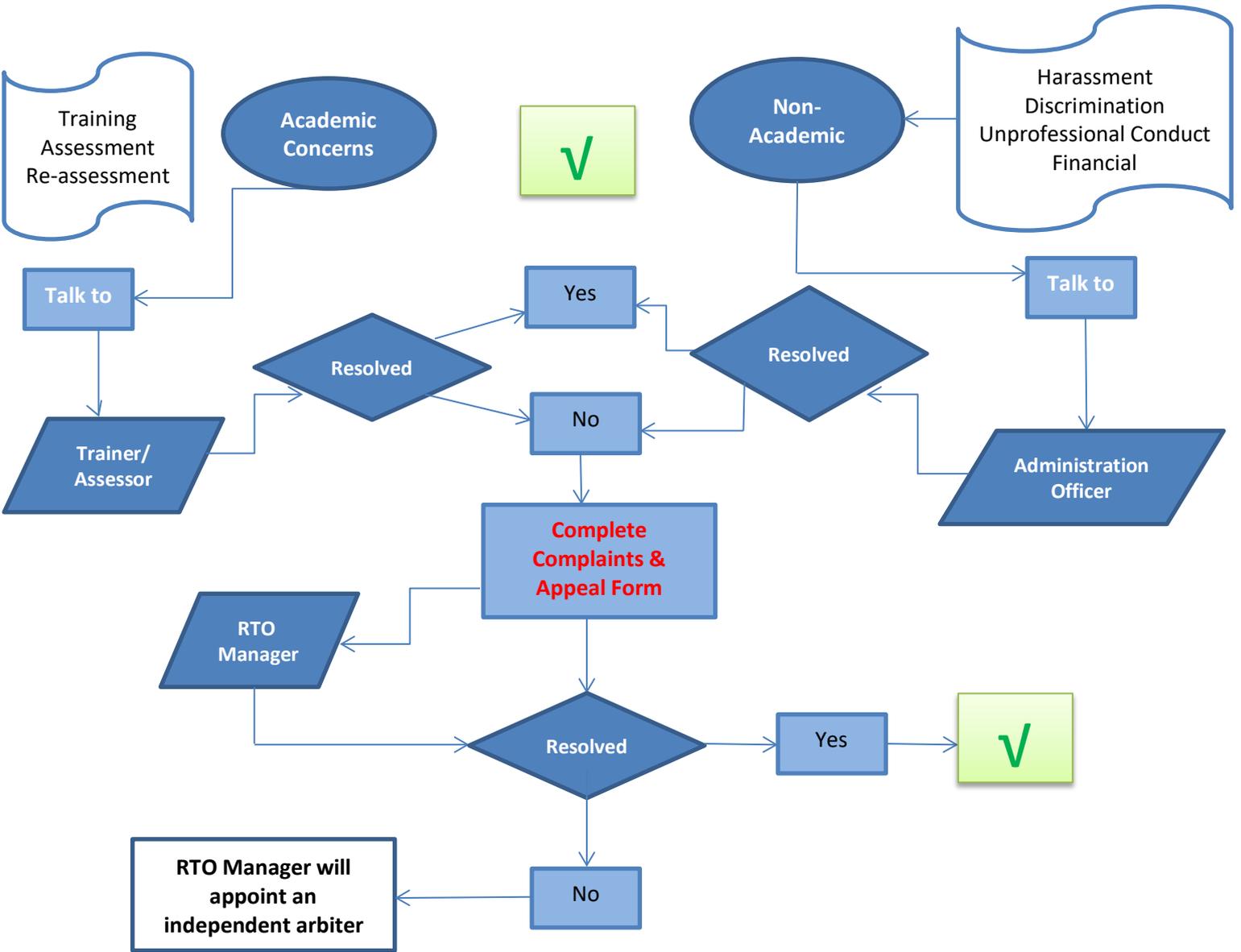
CMNL Academy's Compliance Manager will record and file any complaints, appeals and the application of any improvements.

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### Informing the student

We publish our complaint and appeal policy and procedures in our student handbooks. These handbooks are available on our website.

**Complaints and Appeals Flowchart**  
**Additional Charges**



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## Complaints and Appeals Procedure

### 1. Collecting information

- Students, prospective students, staff and/or third parties are encouraged to communicate their concerns.
- Verbal concerns or comments should be recorded. Staff should encourage the student to lodge a formal complaint by completing CMNL Academy '**Complaints and Appeal form**'. However, students have the right to stay anonymous if they are only making a comment. For examples, a comment is where a student may raise a verbal issue such as bad smell or a cold classroom but they may not wish to make a formal complaint. Staff shall record their concern and raise it in the next management meeting without mentioning the students' name unless the student has given consent.
- A copy of completed form shall be returned to the individual who completed the form as part of the acknowledgement process.
- Staff receiving the complaints or appeal should treat the complaint with integrity and privacy.
- There is no cost for the complaints and appeals process unless it is referred to a third party.
- Students will be advised that they can have a friend/support person with them at any time during any interview or when they present their case.

### 2. Processing the information

- Academic appeals will be reviewed by the Compliance Manager for corrective and preventative actions as well as for continuous improvement.
- Non-academic complaints are reviewed by the RTO Manager for corrective and preventative actions as well as for continuous improvement.
- A complaint can be directed to CEO immediately if there is a conflict of interest or the complaint is related to a manager's conduct.

### 3. Further investigation

- The complaint will be investigated by the appropriate staff member. They may be required to arrange two separate interviews with the person making the complaint and the person the complaint is about.
- Staff shall respect the rights of our students, staff and others when inviting the students and their friend/support person to prepare their evidence and to respond to arguments presented by the opposite side.
- The investigation of a complaint or appeal will commence within 10 working days of the complaint or appeal being lodged with CMNL Academy.
- During this time, a student's enrolment will be maintained and a student is requested to attend classes and submit assessments as required.

#### 4. Making decision

- Staff must ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process by considering a fair and unbiased procedures when making decisions.
- The complainants must be given a written statement of complaint or appeal outcome, including reasons for the decision.
- A copy of the completed form and decision will be maintained on CMNL Academy complaint register.
- Any decision and/or corrective and preventative action will be implemented immediately.
- Regardless of outcome, all parties are to be notified of the outcome as soon as possible but no later than 60 days.
- We will provide a written explanation to the complainant, if the matter is not resolved in less than 60 days.
- If the matter is no resolved internally, the student shall be advised to contact an independent mediator (such as The Resolution Institute (combining LEADR & IAMA) <http://www.resolution.institute/>) or a government agency such as, National Training Complaints Hotline or ASQA.

#### **Remedial action :**

CMNL Academy will give due consideration to any recommendations arising from external review of the grievance within 30 days of receipt of the recommendations.

#### 5. Improvement Opportunities

Any complaint outcomes shall be discussed at the next management meeting to see if there is a need to identify potential causes of complaints and appeals and the appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence and if there is a need for:

- Updating any policy or procedure;
- Purchasing new equipment or services;
- Providing professional development to staff;
- Updating the record keeping procedures; and
- Other areas of improvement.

CMNL Academy's Compliance Manager will record and file any complaints, appeals and the application of any improvements.

## Complaints and Appeals Form

### Complaints and Appeals Form

Name of person complaint/appeal: \_\_\_\_\_ Date: \_\_\_\_\_

Please provide contact details if a response is desired

Address: \_\_\_\_\_

Contact phone number: \_\_\_\_\_

Relationship to CMNL:

Client

Employee

Student

Other (please specify):

Outline your feedback or complaint: \_\_\_\_\_

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Outcome you are seeking: \_\_\_\_\_

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Please direct completed form to (circle relevant person): CEO; RTO Manager; Trainer; Compliance Manager; Administration Team

Signature of person making complaint: \_\_\_\_\_ Date: \_\_\_\_\_

**OFFICE USE ONLY – FOR COMPLAINTS AND APPEALS ONLY**

Action taken by manager: \_\_\_\_\_

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Date resolved: \_\_\_\_\_ RTO Manager's Signature: \_\_\_\_\_

Signature of person making complaints/appeals: \_\_\_\_\_ Date: \_\_\_\_\_