



Education Policy Complaints & Appeals

Date Implemented	1 December 2021
Review Date	1 December 2022
Last Amended	30 November 2021

PURPOSE

This procedure describes the processes whereby Surf Life Saving Northern Territory (SLSNT) controls and manages all complaints, grievances and appeals relating to its delivery of training and assessment services.

SCOPE

SLSNT has a responsibility operating under Surf Life Saving South Australia (SLSSA) as Registered Training Organisation (RTO) to provide participants with a fair and equitable complaints and appeals policy in accordance with the Standards for Registered Training Organisations 2015.

This policy applies to all participants enrolled in SLSNT courses, volunteers and persons employed by or contracted (third parties) to SLSNT.

RESPONSIBLE PARTIES

SLSSA as the Registered Training Organisation.

SLSNT as the course facilitator and manager. The SLSNT CEO has delegated authority to the Education Manager to be responsible for the management, control, and issue of this policy.

DEFINITIONS

A grievance, complaint or appeal is deemed to be dissatisfaction with procedures, outcomes or the quality of service provided by employees of SLSNT in relation to the following processes:

- participant enrolment,
- the quality of training delivery,
- training/competency assessment, including recognition of prior learning,
- issuing of results, certificates and/or statements of attainment,
- any other activities associated with the delivery of training and assessment services,
- other issues such as discrimination, sexual harassment, participant amenities etc, and
- trainers, assessors, other staff and participants.

PROCEDURE

SLSNT seeks to prevent grievances, appeals and complaints by adhering to SLSNT's policies and procedures, relevant regulatory requirements and the SLSNT Code of Practice. Complaints, grievances and appeals are treated seriously, investigated thoroughly, and dealt with according to the nature, severity and merit of the complaint.

Where training is conducted for a member by a lifesaving club, the participant can make their initial complaint to their club committee representative responsible for training and assessment, generally the club Chief Instructor. The Chief Instructor is to forward the complaint to SLSNT for action.

The underlying principles of this policy are:

- The complaints and appeals process will be fair, accessible, visible, comprehensive, responsive, accountable, and constructive,
- The complaints process is free of charge,
- Privacy and confidentiality will be maintained, and anonymity ensured where requested, and
- The resolution of a complaint/appeal is the responsibility of all parties concerned.

It is our policy to ensure that the:

- Complaint, grievance or appeal and its outcome is recorded in writing,
- The participant will remain enrolled whilst the process is ongoing, and
- Appellant is given a written statement of the appeal outcomes, including reasons for the decision.

By following the steps listed SLSNT will ensure that the complaint, grievance or appeal shall be handled in a professional, timely and confidential manner:

1. The complaint, grievance or appeal is received in writing within ten (10) days of the event.
2. On receipt of the complaint at SLSNT the complaint is forwarded to the Education Manager for investigation and recording in the Complaints Register. The Education Manager is to inform the CEO that a complaint has been received.
3. The Education Manager is to investigate the matter and respond to the complainant in writing within 28 working days of receipt of the complaint. When in excess of 28 days is required to fully investigate the complaint/appeal the complainant will be advised in writing of the reasons for the delay.
4. If the complainant remains unsatisfied with the outcome and wishes to pursue the matter further, a final appeal should be made within 3 days of receiving the outcome to SLSSA RTO Manager. The SLSSA RTO manager is to respond within 10 working days and this decision becomes final.
5. If resolution is not reached and the complainant remains dissatisfied, the complainant will be advised to contact the Australian Skills Quality Authority through the link [ASQA Complaints](#).
6. The Education Manager will file the outcome report, complete details in the Complaints Register and consider for Continuous Improvement/Risk Management at the next review.
7. The SLSNT CEO and SLSSA RTO Manager is to be advised by monthly report of any complaints received and actions taken to resolve.

A copy of this policy is available on SLSNT's website.

If the outcome of the complaint, grievance or appeal is favourable to the participant, SLSNT will implement any decision and associated action as soon as practicable.