

COMPLAINTS

During course activities, participants may have some concerns with the processes they are being exposed to or they may be unhappy with a particular aspect of the program. Builders Academy Australia undertakes to provide a mechanism allowing allows for the fair and equitable resolution of any issues.

Builders Academy Australia complaints process is available to manage and respond to allegations involving the conduct of:

- Builders Academy Australia, its trainers, assessors or other personnel; or
- A Builders Academy Australia contracted third party providing services of Builders Academy Australia, including the third party representatives trainers, assessors or other personnel; or
- A participant of Builders Academy Australia.

Allowing participants to easily engage with the personnel of Builders Academy Australia about any concerns they have can stop minor issues becoming larger.

Builders Academy Australia's complaints process is publicly available on the Builders Academy Australia website, and is provided to all prospective clients via the relevant handbook for each stakeholder group prior to enrolment. Where Builders Academy Australia uses third parties to deliver services, complaints information is also made available to prospective clients of these third party representatives.

Builders Academy Australia's complaints process follow the principles of natural justice and procedural fairness by allowing anyone subject to a decision by Builders Academy Australia, or anyone who has allegations made against them, to tell their side of the story before a decision is made.

COMPLAINT & GRIEVANCE PROCEDURE

The following problem resolution framework has therefore been implemented for all stakeholders raising a complaint or issue, with a desire to resolve matters as positive adults. This procedure applies to all complaints about:

- Academic matters from participants;
- Non-academic matters from participants; and
- Non-academic matters from persons seeking to enrol with the Builders Academy Australia in a VET course or unit of study.

1. In the first instance a participant should discuss the matter with the personnel member or responsible person concerned. Where this is not considered appropriate then the complainant is encouraged to discuss the matter with Builders Academy Australia management.

If the complainant is satisfied with the outcome of the discussion, it would mean that the matter is resolved.

2. Any client may submit a formal complaint to Builders Academy Australia in writing. Complaints are to include the following information:
 - Submission date of complaint;
 - Name of complainant;
 - Nature of complaint;
 - Date of the event which lead to the complaint; and
 - Any other relevant information or attachments (if applicable).
3. The Builders Academy Australia National Operations Manager will acknowledge receipt of the complaint in writing within five working days and arrange a suitable time if needed to discuss the complaint.
4. The National Operations Manager will investigate the complaint, or refer the matter to appropriate Builders Academy Australia personnel to investigate. In either case, the investigation will be resolved and decisions made on the complaint within 20 working days of the complaint being received in writing.

In all cases, each party may be accompanied and assisted by a third party at any relevant meeting.

5. The complainant will be informed of any decisions or outcomes concluded in writing, with reasons provided for the decisions or outcomes. With this notification, all complainants will receive information on how they can progress their complaint if still unhappy.
6. If the complainant is not satisfied with the outcome, they may escalate the complaint in writing to the Builders Academy Australia General Manager.

7. Escalated complaints are to include the following information:
 - Submission date of complaint;
 - Name of complainant;
 - Nature of complaint;
 - Reasons why the complainant is not satisfied with the outcome of the original complaint; and
 - Any other relevant information or attachments (if applicable).
8. The Builders Academy Australia General Manager will acknowledge receipt of the escalated complaint in writing within five working days and arrange a suitable time if needed to discuss the complaint.
9. The General Manager will investigate the complaint, or refer the matter to an external dispute resolution process by a body appointed for this purpose by Builders Academy Australia. The *default* external body available is:
LEADR – Association of Dispute Resolvers
Level 1, 13-15 Bridge Street
Sydney NSW 2000
Tel: 1800 651 650

In either case, the investigation will be resolved and decisions made on the escalated complaint within twenty working days of the complaint being received in writing.

10. The complainant will be informed of any decisions or outcomes concluded in writing, with reasons provided for the decisions or outcomes. With this notification, all complainants will receive information on how they can progress their complaint if still unhappy.
11. If the complainant is not satisfied with the outcome, and the complaint is yet to be mediated by an external dispute resolution process, they may escalate the complaint in writing to the Builders Academy Australia *General Manager*. In this situation, the *General Manager* will:
 - Acknowledge receipt of the escalated complaint in writing within five working days; and
 - Refer the matter to an external dispute resolution process by a body appointed for this purpose by Builders Academy Australia.
 - Builders Academy Australia will give due consideration to any recommendations arising from the external review within ten working days of the receipt of the recommendations.
 - The investigation will be resolved and decisions made on the complaint within thirty working days of the escalated complaint being received in writing.
12. The complainant will be informed of any decisions or outcomes concluded in writing, with reasons provided for the decisions or outcomes. With this notification, all complainants will receive information on how they can progress their complaint if still unhappy.

All stages of the complaints process are documented and notes provided to all parties involved, including the outcomes of the complaint at each stage and reasons for the decisions made. Each complaint and its outcome is recorded in writing and stored on the *Complaints Register*. This register is located on the Builders Academy Australia Intranet.

COMPLAINTS KEY CONTACTS

If the participant is still not satisfied with the resolution of the complaint, they are directed to seek further assistance from the following additional parties:

Organisation	Details
ASQA	1300 701 801 enquiries@asqa.gov.au
National Training Complaints Hotline	http://www.industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/default.aspx

ACT Department of Education & Communities	www.det.act.gov.au
Organisation	Details
NSW Department of Education & Training	www.training.nsw.gov.au
NT Department of Education and Training	www.det.nt.gov.au
QLD Department of Education, Training & Employment	www.training.qld.gov.au
SA Department of Further Education, Employment, Science and Technology	www.training.sa.gov.au
Skills Tasmania	www.skills.tas.gov.au
Skills Victoria	www.skills.vic.gov.au
WA Department of Training and Workforce Development	www.dtwd.wa.gov.au

IMPROVEMENT ACTIONS

Builders Academy Australia confirms its commitment to investigate and act on any complaint raised, and also to take appropriate action in any case where complaints are substantiated. In cases where a complaint is upheld, Builders Academy Australia endeavours to identify the cause of the complaint and implement steps to prevent the situation happening again.

All improvement actions arising from complaints are raised via an *Improvement Record*. Builders Academy Australia maintains a *Continuous Improvement Register* for recording the receipt and management of improvement records.

Once improvement records are raised, activities review complaints and their causes, evaluate corrective actions to resolve the issue and prevent reoccurrence, implement appropriate actions, record results of actions undertaken and review these actions to ensure effectiveness after implementation.

The *Continuous Improvement Register* and *Improvement Records* are located on the Builders Academy Australia Intranet.

ASSESSMENT APPEALS

Builders Academy Australia provides all participants with a formal appeals process, which draws on a commitment to all parties understanding their rights and responsibilities in the assessment process. Other grievances or issues not pertaining to assessments should be referred to Builders Academy Australia's complaints processes.

Builders Academy Australia's appeals process facilitates requests for a review of decisions, including assessment decisions, made by Builders Academy Australia or a third party representative providing services on Builders Academy Australia's behalf.

Builders Academy Australia's appeals process follows the principles of natural justice and procedural fairness by allowing anyone subject to a decision by Builders Academy Australia, or anyone who has allegations made against them, to tell their side of the story before a decision is made.

Builders Academy Australia's process ensures that the decision-maker is independent of the decision being reviewed (for example, an assessor does not consider or decide an appeal against an assessment decision they made). If a participant objects to actions taken or decisions made by Builders Academy Australia personnel in conducting Recognition of Prior Learning and assessment services, they have the right to lodge an appeal.

Participants also have the right to lodge an appeal against competency decisions made if:

- They believe the outcome is invalid; or
- They feel the process was invalid, inappropriate or unfair.

APPEALS PROCESS

Builders Academy Australia's appeals process is publicly available on the Builders Academy Australia's website.

1. Before making a formal appeal, participants are required to discuss the matter with the relevant Builders Academy Australia personnel in an effort to reach an agreement. Builders Academy Australia personnel will undertake to reassess the decision that has been made.
2. If a participant is still unhappy, they must lodge a formal appeal in writing to Builders Academy Australia National Operations Manager.
3. Upon receiving a formal appeal, Builders Academy Australia National Operations Manager will:
 - Acknowledge receipt of the appeal in writing within five working days; and
 - Appoint an independent member of personnel as a third party to try to resolve the issue. Any decision recommended by the third party is not binding to either party.

The independent member will review the information provided by all parties and either reject or uphold the appeal. The participant will be advised of the outcome of the appeal in writing within 10 working days of lodging the appeal, including reasons for the decision made, and any additional appeal or complaint options available to them.

4. If a participant, on receiving written advice on the initial appeal, is still unhappy they may lodge a second appeal to the Builders Academy Australia General Manager. The Builders Academy Australia General Manager will:
 - Acknowledge receipt of the further appeal in writing within five working days; and
 - Appoint another Registered Training Organisation (RTO) to review the appeal, at no additional cost to the participant. This second registered training organisation will:
 - Uphold the appeal;
 - Reject the appeal; or
 - Recommend further evidence gathering by either party.

The participant will be advised of the outcome of the appeal in writing within 20 working days of lodging the further appeal, including reasons for the decision made, and any additional appeal or complaint options available to them.

5. If a participant, on receiving written advice on the further appeal, is still unhappy they have a right of appeal to:
 - Their relevant State Training Authority (STA) in each state and territory if an apprenticeship/traineeship based course; or
 - Alternatively to the Australian Skills & Quality Authority (ASQA) via the appropriate process.
<http://www.asqa.gov.au/complaints/making-a-complaint.html>

All stages of the appeals process are documented and notes provided to all parties involved, including the outcomes of the appeal and reasons for the decisions made. Each appeal and its outcome is recorded in writing and stored on the *Appeals Register*. This register is located on the Builders Academy Australia Intranet.

IMPROVEMENT ACTIONS

Builders Academy Australia confirms its commitment to investigate and act on any appeal raised, and also to take appropriate action in any case where appeals are substantiated. In cases where an appeal is upheld, Builders Academy Australia endeavours to identify the cause of the appeal and implement steps to prevent the situation happening again.

All improvement actions arising from appeals are raised via an *Improvement Record*. Builders Academy Australia maintains a *Continuous Improvement Register* for recording the receipt and management of improvement records.

Once improvement records are raised, activities review appeals and their causes, evaluate corrective actions to resolve the issue and prevent reoccurrence, implement appropriate actions, record results of actions undertaken and review these actions to ensure effectiveness after implementation.

The *Continuous Improvement Register* and *Improvement Records* are located on the Builders Academy Australia Intranet.