



Complaints and Appeals

Broadband Connect is committed to providing a fair complaints and appeals process. Broadband Connect recognises that a complaint and an appeal are different and therefore require a different process for responding to each.

Note: Broadband Connect take complaints very seriously. We at Broadband Connect view complaints as an opportunity to improve the quality and experience of our training resources staff and premises. All our staff are trained to attend complaints and complaints will be accepted at any time from first contact with Broadband Connect. All complaints are to be in writing.

What is a complaint?

A complaint is generally negative feedback about services or staff which has not been resolved locally. A Complaint may be made by any person at anytime, but are generally made by students and/or employers.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of the decision or finding is informed to the student.

Early resolution or complaints and appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved.

Relationship to continuous improvement

Frequently, the complaints and appeals handling process will expose weaknesses in the training and assessment system that can flow into the continuous improvement system as opportunities for improvement. This outcome of complaints and appeals handling is very positive and should be actively applied by all persons involved.

Complaint and appeals handling

Broadband Connect undertakes to apply the following principles to its complaints and appeals handling:

- A written record of all complaints and appeals is to be kept by Broadband Connect including all details of lodgement, response and resolution.
- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at no cost.

- Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint or appeal is to commence within 10 working days of the lodgement of the complaint or appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant or person lodging an appeal is to be provided a written statement of the outcome, including details of the reasons for the outcome.
- Broadband Connect shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.
- Decisions or outcomes of the complaint or appeals process that find in the favour of the student shall be implemented immediately.
- Complaints and appeals are to be handled in the strictest of confidence. No Broadband Connect representative is to disclose information to any person without the permission of Broadband Connect Chief Executive Officer. A decision to release information to third parties can only to be made after the complainant has given permission for this to occur. This permission should be given using the Information Release Form located in the Privacy Policy Tools section earlier in this manual.
- Complaints and appeals are to be considered on the basis of procedural fairness and lead to opportunities for improvement as a Continuous Improvement Report.

Review by external agency

- Where the complainant or person lodging an appeal is not satisfied with the handling of the matter by Broadband Connect, they are to have the opportunity for a body that is independent of Broadband Connect to review his or her complaint or appeal following the internal completion of complaint or appeals process.
- Students who are not satisfied with the process applied by Broadband Connect may refer their grievance to the following external agencies:
 - **Unresolved complaints** may be referred to the Australian Skills Quality Authority -ASQA Online Complaint Form [click here](#). Students are to be advised that ASQA will require the student to have exhausted all avenues through Broadband Connect internal complaints handling procedure before taking this option.
 - **Unresolved Appeals** in relation to consumer related issues may be referred to the Office of Fair Trading.

Broadband Connect considers that it would be extremely unlikely that complaints and appeals are not able to be resolved quickly within Broadband Connect internal structures.

Complaints Handling Procedure

Matters that cannot be resolved at the time they occur should be referred to Broadband Connect Chief Executive Officer for review. The following procedure is to be followed when a complaint form is received:

- A Complaints and Appeals Form is received by Broadband Connect and is to be immediately recorded into Broadband Connect Complaints and Appeals Register.
- Complaints which are received in other forms such as phone or email are to be detailed on a Complaints and Appeals Form by the person receiving the complaint and then recorded in the Complaints and Appeals Register.
- The Complaints and Appeals Form is to be forwarded to the Chief Executive Officer who is to review the matter and make recommendation as to how to respond to the matter. The Chief Executive Officer may choose to consult with others within Broadband Connect or relevant agencies external to Broadband Connect in determining their recommendation.
- The Chief Executive Officer may choose to make inquiries about the matter or may task another person to research the matter against relevant policy.
- The Chief Executive Officer is to finalise his or her response to the complainant and provide the complainant a response as soon as possible but no later than 10 working days from when the complaint is received.
- The Chief Executive Officer is to communicate the response to the complainant personally either during a meeting or via the telephone. Complaint responses are not to be provided to the complainant via any third-party or via electronic communication such as e-mail. The Chief Executive Officer is to seek feedback from the complainant about their level of satisfaction with the complaint outcome. And advise the complainant of their options if they are not completely satisfied with the outcome.
- Complainant is not satisfied with the outcome of the complaint handling, the Chief Executive Officer may arrange for the complaint to be considered by an appropriate independent third-party or the student may refer the complaint to ASQA. In some cases, ASQA may not be the appropriate body to handle a complaint. ASQA can only deal with complaints about:
 - The information provided to the student by an RTO about the course/s they are interested in;
 - The delivery and assessment of the training the student has received; and
 - The qualifications the student have or have not been issued.

Making a complaint to ASQA

To make a complaint, students are to complete the ASQA Online Complaint Form located on the ASQA website [click here](#).

Staff are to provide assistance to students during the complaint handling process.

- The response to the complainant must include information that demonstrates that the matter was thoroughly reviewed and what actions and outcomes have been identified as a result of the complaint.
- Opportunities for improvement that were identified as a result of the complaint are to be recorded in a Continuous Improvement Report and submitted for the next Management Team meeting. The Chief Executive Officer may, at his or her discretion, follow-up with the complainant after consideration by the Management Team to inform the complainant of the improvement actions identified.

- The Complaints and Appeals Register is to be kept up to date at all times to accurately reflect how the matter was responded to and the duration from the date the complaint was received to the date the complaint was resolved.