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Purpose

The purpose of this policy and procedure is to outline Sporting Shooters Association of Australia (Victoria) 's approach to managing dissatisfaction, formal complaints and appeals of staff, students, clients and other members of the community, in relation to the provision of its courses. It provides a transparent approach for complaints and appeals from to be addressed in a fair, efficient and confidential manner.

This policy and procedure contributes to Sporting Shooters Association of Australia (Victoria)'s compliance with the requirements of its registration as a training provider including Elements 1.1, 2.2, 2.7 & 3.2 of the AQTF as well as Guidelines 2.7 & 2.8 of the VRQA Guidelines.

Definitions

Appeal means a request for a decision made by Sporting Shooters Association of Australia (Victoria) to be reviewed

AQTF means the AQTF Essential Standards of Continuing Registration 2010

Complaint means a person's formal expression of dissatisfaction with any product or service provided by Sporting Shooters Association of Australia (Victoria)

Client means persons who are past, current or prospective students of the RTO and or their employers and who are affected by decisions, actions or omissions by the RTO in relation to the provision of vocational education and training.

Services means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support

Nationally Recognised Training means training and assessment that leads to an Australian Qualifications Framework certification such a statement of attainment or qualification. This is also referred to as 'Accredited' training on Sporting Shooters Association of Australia (Victoria)'s website and other promotional material.

VRQA Guidelines means the VRQA Guidelines for VET Providers 2016

VRQA means Victorian Registration & Qualifications Authority, the state VET regulator and Sporting Shooters Association of Australia (Victoria)'s registering body

Policy



1. Nature of complaints and appeals

- Sporting Shooters Association of Australia (Victoria) responds to all allegations involving the conduct of:
 - The RTO, its trainers and assessors and other staff.
 - Any third party providing Services on behalf of Sporting Shooters Association of Australia (Victoria).
 - Any student or client of Sporting Shooters Association of Australia (Victoria).
- Complaints may be made in relation to any of Sporting Shooters Association of Australia (Victoria)'s services and activities such as:
 - the application and enrolment process
 - marketing information
 - the quality of training and assessment provided
 - training and assessment matters, including student progress, student support and assessment requirements
 - the way someone has been treated
 - the actions of another student
- An appeal is a request for a decision made by Sporting Shooters Association of Australia (Victoria) to be reviewed. Decisions may have been about:
 - course admissions
 - refund assessments
 - response to a complaint
 - assessment outcomes / results
 - other general decisions made by Sporting Shooters Association of Australia (Victoria)

2. Principles of resolution

- Sporting Shooters Association of Australia (Victoria) is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Sporting Shooters Association of Australia (Victoria) ensures that complaints and appeals:
 - Are responded to in a consistent and transparent manner.
 - Are responded to promptly, objectively, with sensitivity and confidentiality.
 - Are able to be made at no cost to the individual.
 - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- Sporting Shooters Association of Australia (Victoria) will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.

Complaints and Appeals P&P



- Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.
- Where a student chooses to access this policy and procedure, Sporting Shooters Association of Australia (Victoria) will maintain the student's enrolment while the complaints/appeals handling process is ongoing.

3. Timeframes for resolution

- Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

4. Records of complaints and appeals

- Sporting Shooters Association of Australia (Victoria) will maintain a record of all complaints and appeals and their outcomes on the *RTO Complaints and Appeals Register*, which will be securely stored according to the *RTO Privacy Policy and Procedure*. These records are kept separately to the register of complaints and are reviewed to identify areas of improvement in accordance with Sporting Shooters Association of Australia (Victoria)'s *RTO Quality Assurance Policy and Procedure*.

5. Making a complaint or appeal

- Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
- Complaints and appeals must be made in writing using the *Complaints and Appeals Form*, or other written format and sent to Sporting Shooters Association of Australia (Victoria)'s head office at Unit 3/26 Ellingworth Parade, Box Hill, 3128 attention to the CEO or submitted via email to training@ssaavic.com.au.
- When making a complaint or appeal, provide as much information as possible to enable Sporting Shooters Association of Australia (Victoria) to investigate and determine an appropriate solution. This should include:
 - The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
 - Any evidence you have to support your complaint or appeal.
 - Details about the steps you have already taken to resolve the issue.
 - Suggestions about how the matter might be resolved.
- Your complaint or appeal will be acknowledged in writing via email or post within 7 days of receipt.

6. Resolution of complaints and appeals

- Some or all members of the management team of Sporting Shooters Association of Australia (Victoria) will be involved in resolving complaints and appeals as outlined in the procedures.

- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Where a third party delivering Services on behalf of the RTO is involved, they will be included in the process of resolving the complaint or appeal.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task.

7. Independent parties

- Sporting Shooters Association of Australia (Victoria) acknowledges the need for an appropriate independent party to be appointed to review a matter.
- Where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Sporting Shooters Association of Australia (Victoria).
- Sporting Shooters Association of Australia (Victoria) is not a member on the VRQA approved dispute resolution and student welfare scheme, however, Sporting Shooters Association of Australia (Victoria) may also appoint the independent party to be involved in the resolution of a complaint or appeal where it is deemed necessary.
- Complainants and appellants can find an appropriate independent party by calling the Resolution Institute on 02 9251 3366 or by searching the following directory, according to their locality and area of concern:
 - <https://www.resolution.institute/australian-directory>
- Sporting Shooters Association of Australia (Victoria) will provide complete cooperation with the independent party investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
- The CEO (or delegate) will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

8. External complaint avenues

Complaints in relation to nationally recognised or 'accredited' training can also be made via the following avenues:

- National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
- Email: ntch@education.gov.au

Complaints and Appeals P&P



For more information about the National Training Complaints Hotline, refer to the following webpage:
<https://www.education.gov.au/NTCH>

- **Victorian Registration & Qualifications Authority (VRQA):**

Complainants may also complain to Sporting Shooters Association of Australia (Victoria)'s registering body, Victorian Registration & Qualifications Authority (VRQA) in relation to nationally recognised training, or our 'accredited courses'.

VRQA can investigate complaints about Sporting Shooters Association of Australia (Victoria)'s (nationally recognised training, or 'accredited courses only) in relation to:

- the quality of our training and assessment
- our marketing and advertising practices
- an alleged contravention by the RTO of this Act or the regulations
- an alleged contravention by the RTO of the RTO Standards.
- If your complaint does not fall within VRQA's jurisdiction, it may be resolved more quickly if you directly contact the agency responsible as listed on the following website:
<https://www.vrqa.vic.gov.au/complaints/Pages/making-a-complaint.aspx#:~:text=You%20can%20make%20a%20complaint,Phone%3A%2003%209637%202806>
- Please refer to the following webpage below before making a complaint to VRQA:
<http://www.vrqa.vic.gov.au/complaints/Pages/tovrqa.aspx>

For students:

- VRQA may not be able to investigate complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above.

9. Publication

This policy and procedure is published in the Student Handbook and on Sporting Shooters Association of Australia (Victoria)'s training webpage.
