

*This policy relates to the following guidelines:*

Privacy Act 1988  
Privacy Amendment (Enhancing Privacy Protection) Act 2012  
Australian Privacy Principles  
Australian Skills Quality Authority Standards  
Group Training Organisations National Standards

## **Purpose**

To outline the process to be followed by GTNT Group employees in managing and responding to complaints, grievances or appeals from individuals and organisations who have dealings with GTNT Group.

GTNT Group will manage and respond to allegations against the organisation, its staff, third parties providing services on its behalf and its students, in a professional and timely manner within the principles of natural justice and procedural fairness.

The Complaints and Appeals Policy will comply with:

- Standard 3.8 of the National Standards for Group Training Organisations
- Australian Skills Quality Authority Standards for Registered Training Organisations (RTO) 2015 (Standard 6 – Clause 6.1 – 6.6)

## **Scope**

This policy applies to all individuals or organisations receiving services from GTNT Group, including apprentices and trainees hosted external to GTNT Group, students of Institute of Skills and Training Australia, businesses hosting GTNT Group's apprentices and trainees and other stakeholders that may be receiving a service from GTNT Group.

## **Definitions**

**Appeal** – is a process for requesting a review of an official decision made or an appeal against a decision made about an assessment outcome, a failure to meet a satisfactory academic progress, and/or the quality of course delivery.

**Complainant/Appellant** – refers to the person who has lodged a complaint or appeal.

**Complaint** – is a formal expression of dissatisfaction about an action, a proposed action, or failure to act in a proper, responsible and timely manner. This includes failure by GTNT Group to observe published policies, practice, and procedures.

**Independent decision maker** – is the person investigating the complaint or appeal who is not directly related to the matter. This person will either be the Manager of the business unit, Human Resources Manager or Chief Executive Officer.

**Parties** – refers to a complainant and a respondent.

**Principles of Natural Justice** - General procedural fairness in the handling of a grievance that involves all of the following elements:

- the right to a fair hearing;
- the right to attend hearings with a friend or support person, if required;
- the opportunity for all parties involved to be heard;
- the complainant not determining the outcome, but may be a party to it;
- the right to a decision maker who is independent of the decision being reviewed;
- a final decision that is based solely on the relevant evidence;
- the right to an independent third party to review the complaint or appeal.

**Respondent** – the person, department or organisation to whom the complaint or appeal is lodged.

## **Objective**

The objective of the Complaints and Appeals Policy is to ensure fairness applies to complaints and appeals management within GTNT Group which includes:

- All parties have the right to be heard, and all evidence will be considered.
- Matters that are not relevant to the complaint or appeal will not be considered.
- Allegations that are deemed by GTNT Group to be frivolous or vexatious will not be considered.
- The decision maker will not be biased and will be independent of the complaint received.

The complaints and appeals handling process will ensure that:

- The complainant will have access to a process for resolving complaints.
- All formal complaints will be recorded on the complaints and appeals register.
- Complainants shall not be victimised as a result of making a complaint or appealing a decision.
- Complaints and appeals will be dealt with in a timely manner, with the intent of finalising as soon as possible and will be regularly updated on the progress of the matter.
- Complainants shall have the right to access external complaints and appeals processes in circumstances where internal complaints or appeals were not dealt with satisfactorily.
- Complainants and appellants will be advised of the outcome and decision in writing.

GTNT Group views feedback provided about its services as an opportunity to improve or clarify services being delivered.

The systematic collection and classification of information is an opportunity for business improvement and to implement corrective action where appropriate to eliminate or mitigate the likelihood reoccurrence. Complaints lodged in writing via the complaints and appeals form will be registered on the complaints and appeals register.

Internal processes are in place within GTNT Group to assist with the implementation of this policy and to provide guidance for all parties on their roles and responsibilities throughout the complaints and appeals process.

Where a party advises GTNT Group of their intent to lodge a formal complaint or appeal, GTNT Group will attempt to resolve the matter in the first instance via discussion, negotiation and agreement.

## **Formal Complaints or Appeals**

When an identified issue cannot be resolved through negotiation or discussion, a formal complaint or appeal may be lodged. Complaints and appeals are to be lodged using the *Complaints and Appeals Form* within 30 days of the related event occurring and lodged through [feedback@gtntgroup.com.au](mailto:feedback@gtntgroup.com.au).

## **Guidelines for Formal Complaints**

Complainants must submit their written complaint or appeal to [feedback@gtntgroup.com.au](mailto:feedback@gtntgroup.com.au) on the *Complaints and Appeals Form* available at [www.gtntgroup.com.au](http://www.gtntgroup.com.au) within 30 days of the related event occurring. GTNT Group will provide written acknowledgement within 2 business days of receipt of a complete *Complaints and Appeals Form*.

GTNT Group intend to finalise complaints or appeals within 10 business days. Where it is identified the matter cannot be finalised within 10 days, the parties to the complaint or appeal will be notified.

Where GTNT Group determine that it will require more than 30 calendar days to finalise a complaint or appeal, the Complainant or Appellant will be notified in writing, advising the reasons why more than 30 days is required and will be provided with regular updates and progress.

All complaints will be treated with confidentiality and sensitivity however; the details of the complaint may be provided to the person (if complaint relates to an employee or student) or other relevant parties for investigation purposes.

The information provided will be treated confidentially and will not be disclosed to a third party other than for the purpose of managing the complaint or to comply with law. For information about how GTNT Group protects your personal information, please refer to GTNT Group's Privacy Policy.

If the Complainant or Appellant is dissatisfied with the outcome of the complaint or appeal, the matter may be escalated to the Chief Executive Officer of GTNT Group within 10 business days of the outcome being advised in writing. The Chief Executive Officer or their nominated Delegate will review the decision and will either confirm the decision or make a new decision and advise the Complainant or Appellant of their decision within 5 business days.

A Delegate of the Chief Executive Officer is to be independent of the initial investigation and decision. Should a Complainant or Appellant not be satisfied with the decision following escalation, they may refer the matter to an independent third party. Should there be any costs involved in engaging with the third-party, the Complainant or Appellant are responsible for those costs.

**Suggested independent third-party providers:**

Fair Work Ombudsman

<https://www.fairwork.gov.au>

NT WorkSafe

<https://worksafe.nt.gov.au>

Registered Training Organisation related complaints and appeals – Australian Skills Quality Authority

<https://www.asqa.gov.au/complaints/complaints.html>

Breach of privacy related complaints – Office of the Australian Information Commissioner (OAIC)

The OAIC complaints process requires individuals to complain directly to the organisation, if a response is not provided within 30 days or you are dissatisfied with the response, complaints can be lodged below:

<https://www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us>

Group Training Organisation related complaints and appeals – Australian Apprenticeships

<https://www.apprenticeships.gov.au/how-make-complaint>

Apprenticeships Northern Territory related complaints and appeals – All complaints should initially be directed to Apprenticeships Northern Territory management through [feedback@gtntgroup.com.au](mailto:feedback@gtntgroup.com.au), unresolved matters will be escalated to the Department of Industry, Tourism and Trade.

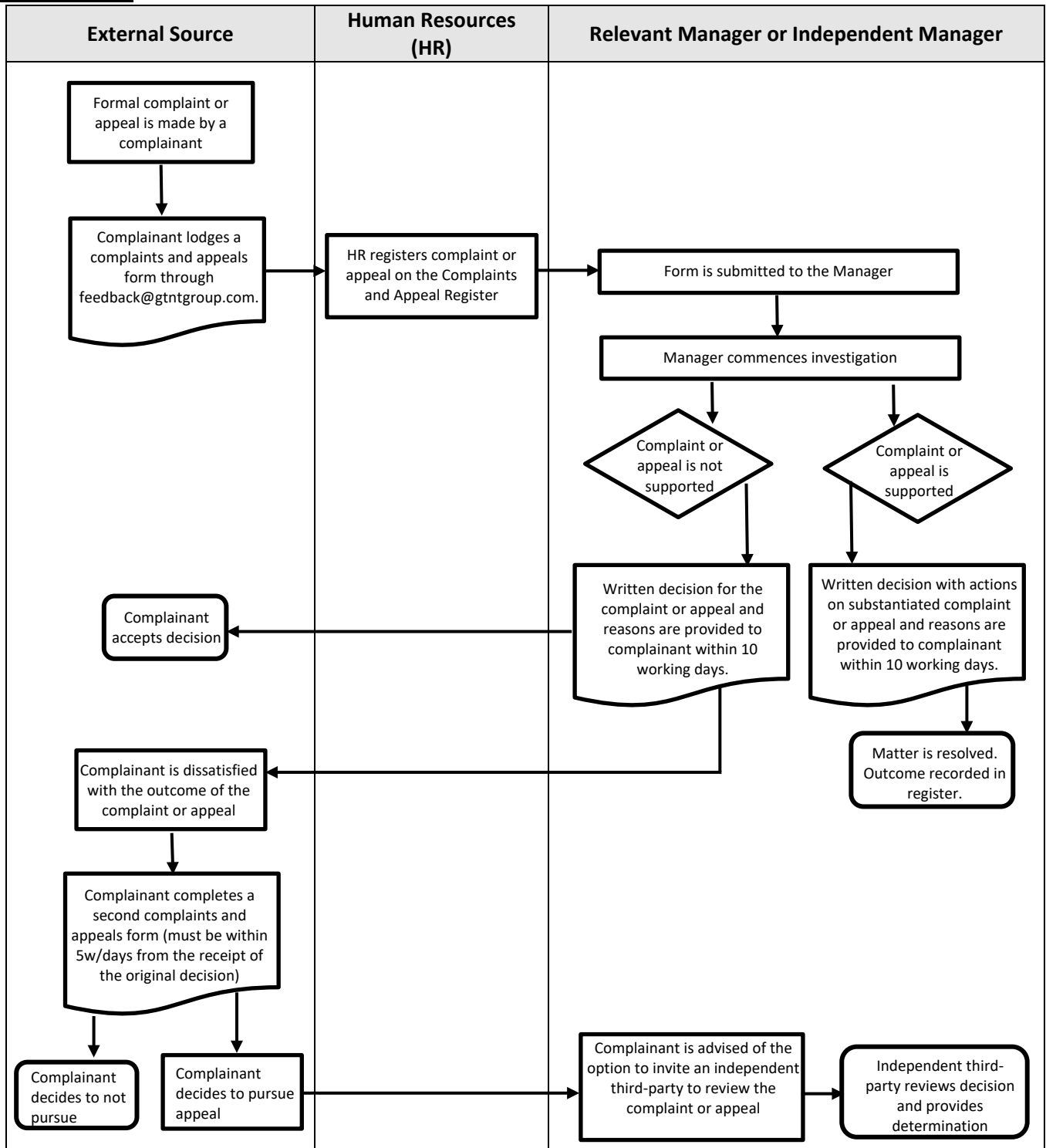
Alternatively, the Department of Employment and Workplace Relations National Customer Service Line is 1800 805 260 to escalate the complaint if it cannot be resolved by the Provider.

All formal complaints and appeals will be dealt with in accordance with the complaints and appeals process flow.

# Complaints and Appeals Policy (HU-ST025)



## Process flow



*This policy relates to the following procedures:*

HU-MA004 Management of Complaints and Appeals Procedure

*This policy relates to the following forms:*

Complaints and Appeals Register

HU-ST025-01 Complaints and Appeals Form