

Feedback, Complaints and Appeals Policy

At Century Training, we value your input and want to make sure your experience is fair, supportive, and positive. You have the right to provide feedback, make a complaint, or appeal a decision. We are committed to handling all matters confidentially, respectfully and in timely way, and use the information provided to inform the continuous improvement of our training and assessment services.

Providing Feedback

Century Training recognises that feedback is an important tool for improving the quality of training and support services. We encourage you to share your thoughts on our services whether it is positive and that you would like us to continue doing or something you think we could do better.

Feedback helps us understand how well we're meeting learner needs, how we can improve, informs decisions about course design, resources, facilities and contributes to our continuous improvement system.

Ways to provide feedback:

- Talk to your trainer or assessor
- Complete the course feedback form
- Talk to the training team

If you choose to provide feedback anonymously, we'll still use it to help improve our services. Issues are reviewed and recorded by the Management team as part of our quality assurance processes.

Online Feedback and Public Comments

Century Training acknowledges online reviews and public feedback as a valid form of complaint. When responding to online feedback, staff will:

- Acknowledge the feedback respectfully
 - Maintain confidentiality and professionalism
 - Encourage direct contact for resolution where appropriate
-

Grievance, Complaints and Appeals

Century Training will make every effort to resolve a grievance, complaint or appeal in a timely way and without prejudice or fear of reprisal or victimisation. A grievance or complaint can be defined as an expression of dissatisfaction with any aspect of Century Training's service and activities. A full version of the feedback, complaints and appeals policy is publicly available on our website <https://centurytraining.com.au/resources/>

Grievance and complaints are to be considered and handled to ensure procedural fairness is applied at every stage of the complaint handling process. Century Training will take steps to ensure that:

- The complainant is entitled to be heard with access to relevant information, forms and the right of reply
 - The complainant is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision
 - The complainant will not be victimised or discriminated against
 - The complainant has an opportunity to formally present their case and may be assisted by a support person if required
 - A full explanation in writing for decisions and actions taken as part of the process will be provided
 - If the appeal process results in a decision that supports the grievant/ appellant, Century Training will immediately implement corrective actions and advise the grievant/ appellant of the outcome
 - If the learner is under 18 years of age the parent or guardian must also be present.
-

What is a complaint and what is an appeal?

A complaint is negative feedback about services or our staff which has not been resolved. The complaint does not need to be formally documented to be acted on, if you do wish to submit in writing, please ask the training team for the appropriate form.

An appeal is an application from a learner 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 in dispute. Appeals must be submitted within 7 days of the learner being informed of the assessment decision, please ask the training team for the appropriate form.

Where an appeal is granted and the learner is found competent, a new assessment outcome will be issued.

Where an agreement cannot be reached, Century Training may employ an independent and external assessor to review the evidence.

Early resolution of grievances, complaints and appeals

Before issues become a formal complaint, all parties are encouraged to resolve concerns or difficulties directly with the person(s) concerned. Sometimes, it may not be possible, in these cases you are encouraged to talk to the Training team about your concerns with confidence that you will be treated fairly.

Anyone wanting to submit a complaint or appeal can do so by contacting Century Training or completing the appropriate form or asking our team to complete the form on your behalf. All formally submitted complaints or appeals will be submitted to the General Manager.

Complaints and appeals handling:

A complainant is to be provided an opportunity to formally present their case at no cost. A written record of all complaints is to be kept by Century Training, including details of lodgement, response and resolution. A complaint register is to be used to record the details of the complaint and to maintain a chronological journal of events during the complaint handling process. Records relating to complaint handling are stored securely to prevent access to unauthorised personnel.

All reasonable measures are taken to finalise the process as soon as possible. The complainant is to be provided with a response to the complaint within 21 days of lodgement. If further time is required to process and finalise the complaint, the Training Coordinator will inform the complainant in writing, including reasons why a longer time frame is required.

Independent review and review by external parties

Century Training allow a complainant/ appellant who is not satisfied with the outcome to a review by and independent person such as a mediator. Should any costs be involved they will be shared equally between the complainant/ appellant and RTO.

The complainant/ appellant may also refer their grievance to an external party if they are not satisfied with the handling of the complaint such as a regulatory body or external authority.
