



COMPLAINTS & APPEALS POLICY

1. Purpose	ArbTrack Australia is committed to resolving complaints and appeals fairly, consistently, confidentially and without unnecessary delay. This policy outlines the principles and process for managing complaints and appeals to ensure all learners, employers and other stakeholders are treated respectfully and provided with a fair opportunity to have concerns considered.
2. Scope	This policy applies to all learners, prospective learners, employers, clients and other stakeholders who wish to make a complaint or appeal relating to the services provided by ArbTrack Australia. This includes complaints and appeals relating to: • training and assessment services; • assessment decisions; • learner support; • staff conduct; • administrative processes; • customer service; and • any other matter relating to the operations of ArbTrack Australia
3. Policy Statement	ArbTrack Australia values feedback and recognises that complaints and appeals provide an opportunity to improve the quality of our services. All complaints and appeals will be managed: • fairly and impartially; • confidentially where practicable; • free from discrimination, victimisation or disadvantage; • in accordance with the principles of procedural fairness; and • as promptly as reasonably possible Lodging a complaint or appeal will not adversely affect a learner's enrolment, assessment or access to support services.
4. Complaints	A complaint may be made where a learner or other stakeholder is dissatisfied with any aspect of ArbTrack's services. Where appropriate, individuals are encouraged to discuss concerns directly with ArbTrack in the first instance, as many issues can be resolved quickly through informal discussion. Where a matter cannot be resolved informally, a formal complaint may be submitted using the ArbTrack Complaints & Appeals Form or by contacting ArbTrack directly.
5. Appeals	An appeal is a request for ArbTrack to review a decision that has affected a learner or stakeholder. Appeals may relate to matters including: • assessment outcomes; • administrative decisions; • enrolment decisions; or • other decisions made by ArbTrack that affect the individual Appeals will be reviewed by a person who was not directly involved in the original decision wherever reasonably practicable.
6. Complaints and Appeals Process	ArbTrack aims to: • acknowledge receipt of complaints and appeals within two (2) business days; • investigate matters objectively and impartially; • keep the complainant informed of progress where appropriate; • provide a written outcome once the investigation has been completed; and • implement corrective action where required If additional time is required due to the complexity of the matter, the complainant will be advised of the reason for the delay and provided with an updated timeframe.
7. External Review	If a complainant or appellant is not satisfied with the outcome of the internal process, they may seek an independent external review. ArbTrack will provide information regarding appropriate external dispute resolution services where applicable.
8. Continuous Improvement	Feedback received through complaints and appeals is reviewed to identify opportunities for continuous improvement. Where appropriate, outcomes may result in improvements to policies, procedures, training, assessment or customer service practices.

9. Responsibilities	ArbTrack will: • manage complaints and appeals fairly and confidentially; • provide access to a transparent complaints and appeals process; • investigate matters objectively; • communicate outcomes in writing; and • maintain appropriate records. Learners and other stakeholders are encouraged to: • provide complete and accurate information; • cooperate with the investigation process; • respond to requests for additional information where required; and • communicate respectfully throughout the process
10. Related Documents	This policy should be read in conjunction with: • Student Information Handbook • Terms & Conditions • Student Support Policy • Privacy Policy • Complaints & Appeals Form