



Appeals Information and Procedure

Should a client wish to appeal against an assessment outcome or the outcome of any other formal complaint or grievance, they should follow the appeal process outlined below:

Internal Review (Appeal)

If the complaint process is unable to resolve the grievance and the complainant is not happy they have the ability to lodge an Appeal. The Appeal can be lodged using the 'Appeal Form' on the following page. The Appeal will be heard by an Independent Senior Office of Australian College of Skills & Education (ACSE), being the CEO, and they will conduct an internal review in the **second instance**.

Again, to reinforce, students or prospective students can be assisted and accompanied by a third party, being a friend or advocate to any relevant meetings with the CEO during the Appeals process or at any other meeting deemed relevant.

The person lodging the appeal will be advised in writing by the CEO that their appeal has been received; this will be done as soon as possible but not more than 48 hours after receipt. The determination will be fair and equitable, complete and unambiguous with no decision being made until the person making the appeal has had the opportunity to make their case and provide their story. The process and any consideration and determination, will not victimise or discriminate against any student, prospective or otherwise. The person making the appeal will be provided with a written outcome on the internal review including the rationale for the decision. If the person is satisfied with the resolution, agreed actions will be implemented and the complaint or appeal will be closed. If for some reason the RTO requires more than 60 days to address the appeal and conduct the review, we will notify the parties involved in writing providing justification.

At this point, the decision and determination made by the CEO are final and this will be the position that ACSE takes in relation to the appeal and internal review.

Stage Three – External Review

In the **third instance** if the parties involved are still not happy with the written outcome of the appeal and internal review and the appeal remains unresolved, they have the right to seek an external review. ACSE has an agreement in place with an Independent third party, who will handle the unresolved grievance. The third party understands their role in the process and will make it as easy as possible for staff and students to access their Dispute Resolution service.

ACSE will utilise **Mediation Australia** at <http://www.mediationsydney.net.au/> as our external dispute resolution reviewer. Students simply need to call Mediation Australia by phone and say they are from ACSE and require access to the dispute resolution services.

Mediation Australia is located at:

Level 7, 91 Phillip Street, Parramatta NSW
Phone: 1300 267 267

Any cost associated with the external review will be met by ACSE and the complainant equally, with each party contributing 50%.

Students also have the opportunity to lodge a complaint about the services provided by ACSE, through the National VET Regulator, ASQA. This can be done by going to <http://www.asqa.gov.au/complaints/complaints.html>

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Appeals Form

Name:		Student ID Number:	
Address:			
Telephone:		Date of incident or initial complaint:	
Course:			
Describe the nature of the appeal:			
Describe efforts made to resolve the issue:			
Signature:		Date:	
Office Use Only			
Detail Action Taken:.....			
Improvement Request Raised: <input type="checkbox"/> Yes <input type="checkbox"/> No		Date IR Raised:	
IR Raised by:			
Signed:		Date:	
IR Received by the RTO Manager <input type="checkbox"/> Yes <input type="checkbox"/> No		Allocated IR N°:	
Signature of the CEO:		Date:	