
Feedback Policy/ Procedure (Compliments, Complaints and Appeals)

1.0 Purpose

Energy Services Pty Ltd (ES, RTO) fosters a culture in which feedback is valued, and staff are well trained and supported to manage and respond to feedback. The RTO responds and makes improvements as a result of receiving feedback.

During their engagement with the RTO, some people may have concerns or feedback about our processes or may be unhappy with a particular aspect of our services or programs. The RTO enables the fair and equitable resolution of any issues, dealing with feedback as part of our core business. Feedback systems are integrated with other business activities, including self-assurance processes.

Providing feedback is free and readily available via our Feedback / Complaints / Appeals form, which is accessible on the Energy Services website (or at the bottom of this policy). You can provide feedback about any aspect of our services, and no action will be taken against you for providing feedback in good faith.

Information about how to provide feedback is also offered through various channels, including our website, Student Handbook, and employee communications.

People can provide feedback in various ways, including by telephone, email, form, or mail. When you provide feedback, you can expect to be heard, to tell your side of the story and for any concerns to be considered. You will always receive a response to your feedback when you provide a way for the RTO to respond to you.

2.0 Scope

This policy applies to anyone who wants to provide feedback to the RTO. Feedback can be provided to the RTO by anyone, whether they are a student, member of the public, employee, contractor or supplier.

Allegations of suspected improper conduct or corruption must be made and responded to confidentially using the process outlined in the RTO's student handbook and code of conduct.

This policy includes the right of appeal for an assessment judgment or general appeals.

The RTO's feedback systems include:

- maintaining a complaints and appeals process
- publishing information about our feedback systems on our website
- responding to and cooperating with complaint mechanisms or processes established by regulators and government authorities; and
- participating in improvement initiatives determined by the training regulator (ASQA).

3.0 References

Legislation and Standards:

- Standards for RTO's 2015

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Energy Services Pty Ltd Policies:

- Energy Services Code of Conduct
- Energy Services Student Handbook

4.0 Policy Statement

Feedback can come in the form of a compliment, complaint or appeal. All aim to drive improvements or remedy how the RTO provides its services.

A complaint, also known as a grievance, is an expression of dissatisfaction by anyone with:

- the quality of an action taken, decision made, or service provided by the RTO, anyone under the RTO's oversight or an RTO contractor
- a delay or failure in providing a service, taking an action, or deciding by the RTO or an RTO contractor.

Complaints can be about any aspect of the RTO's operations, including any RTO decision or action made by a staff member, a third-party provider or someone acting on behalf of the RTO.

Complaints differ from requests for information, services, and guidance access. These requests are handled in the ordinary administration course by speaking with relevant people at the RTO and by appropriate policies.

This policy is publicly available on the RTO's website and provided to all students through the Student Handbook. People can request a copy of this policy by contacting the RTO.

The RTO's feedback process follows the principles of natural justice and procedural fairness. Anyone subject to a decision or action by the RTO or someone acting on behalf of the RTO can tell their side of the story before a decision is made.

An appeal is an application to have the outcome of a complaint reviewed due to dissatisfaction with the process that has been followed in dealing with the initial complaint or to have an assessment decision reviewed.

Students may also appeal a decision Energy Services made regarding an assessment outcome. When clients feel they have been unfairly judged and assessed on a specified task, project or assessment, they may have the outcome reviewed by submitting an appeal form. Students must provide supporting evidence or explanations as to why they feel the assessment is unfair and why they should be given further opportunity to be assessed.

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A person providing feedback can expect it to be handled with discretion and integrity and in a timely manner, confirming and acknowledging receipt of feedback and advising the anticipated timeframe for a response. During the process, the RTO will inform the person who submitted the feedback of progress at reasonable intervals.

The RTO will always consider feedback, even if provided by a person who chooses to remain anonymous. Generally, the RTO will only share information about the outcome of feedback and deal directly with the person impacted by the input. A person who makes a complaint can request an internal review and/or seek out an external review.

5.0 Providing feedback

The RTO encourages feedback to be provided using the RTO's Feedback / Complaints/ Appeals form, available on its website. If you provide feedback and do not use the Feedback / Complaints/ Appeals form, the RTO staff member dealing with your feedback will consider your feedback by completing the form.

6.0 Assessment of Feedback

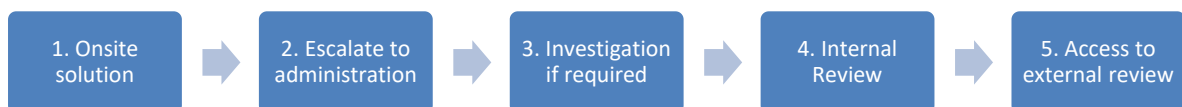
The assessment of feedback must be professional, fair and transparent. When a person makes a complaint, they will be able to present their side of the story and can use a support person.

The person who made the complaint will be informed of any decisions or outcomes. A written record will be provided to the person with confirmation of the following:

- The decision or outcome and the reasons for the decision or outcome
- How they can request an internal review of a decision or outcome
- Their rights to access external review of a complaint.

7.0 Our approach to compliments and complaints

The RTO's feedback process follows the approach illustrated below to consider feedback.



Onsite solution

Trainers/ assessors are delegated the authority to resolve complaints wherever possible. Onsite resolution is generally used where the concerns represented are simple, non-contentious, and do not require the RTO to prove or disprove an allegation related to a person's reputation or the RTO. This approach may include advice, discussion, and general mediation.

Escalate to administration

Should the onsite trainer/ assessor not reach a suitable resolution with a student, they must escalate the complaint to the operations manager. Most complaints about the administrative application of policies, procedures or service delivery are appropriate for escalation to administration.

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Investigation

An internal investigation may be required where feedback presents complex or sensitive issues or the issues represented are inappropriate to resolve informally. Investigations are reserved for more serious types of complaints, such as those that relate to people's health, safety and well-being or the conduct and reputation of individuals. Case-by-case assessments are conducted to decide if an investigation is needed.

Internal Review

Internal Review refers to the process of independent review of the way an issue has been handled, including how a complaint has been assessed and responded to. This process is generally available after feedback has been considered and responded to or where there is a delay in addressing feedback. A person who has made a complaint can request an internal review if:

- They are dissatisfied with the decision made as a result of a complaint
- They consider they have not received a progress update within a reasonable period.

Requests for internal review can be made by contacting the Chief Executive Officer or expressing this request to an Energy Services staff member. A person requesting an internal review should:

- make clear **why** they consider the person who considered their feedback has made the wrong decision,
- provide information in support of their request, and
- tell the RTO about any applicable deadlines or reasons for the complaint to be determined in a particular timeframe (i.e., visa requirements).

External review

When the RTO responds to feedback, it provides the person who provided the feedback with information about their rights of appeal and/or review by external authorities.

Organisation	Details
Consumer issues (marketing and sales) Consumer Affairs Victoria	1300 55 81 81 https://www.consumer.vic.gov.au/contact-us
National Training Complaint Hotline Australian Department of Employment & Workplace Relations	13 38 73 dewr.gov.au
RTO decisions and actions, Human Rights Victorian Ombudsman	9613 6222 https://www.ombudsman.vic.gov.au/complaints/
Vocational Education & Training Programs Australia Skills & Quality Authority (ASQA)	1300 701 801 asqaconnect

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8.0 Appealing a decision

Despite all efforts of Energy Services Pty Ltd to provide satisfactory services to its clients, appeals may occasionally arise that require formal resolution. This process allows the student to have any issues relating to a substantiated appeal resolved and resolutions reached that attempt to satisfy all parties involved. This appeals process will be at no cost to the student. All appeals received by Energy Services Pty Ltd will be viewed as an opportunity for improvement.

All students have the right to appeal decisions made by Energy Services Pty Ltd where reasonable grounds can be established. The areas in which a client may appeal a decision made by Energy Services Pty Ltd may include:

- Assessments conducted
- Deferral, suspension, or cancellation decisions made concerning the client's enrolment
- Or any other conclusion/decision made after Energy Services Pty Ltd has dealt with a complaint in the first instance.

To activate the appeals process, the student must complete a Feedback / Complaints/ Appeals form, which includes a summary of the grounds on which the appeal is based. The reason the client feels the decision is unfair is to be clearly explained, and help and support with this process can be gained from the client administration department.

The CEO shall then determine the validity of the appeal, organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.

The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.

The CEO shall ensure that Energy Services Pty Ltd acts on any substantiated appeal.

Where an appeal has been lodged, it will be defined into one of the two following categories and the appropriate procedures followed:

General appeals

Where a client has appealed a decision or outcome of a formal complaint, they are required to notify Energy Services Pty Ltd in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.

The appeal shall be lodged through the Feedback / Complaints/ Appeals form, and the operations manager shall ensure the appeal details are added to the Complaints and Appeals Register.

The CEO shall be notified, seek details regarding the initial documentation of the complaint, and decide based on the grounds of the appeal. Should the decision of the CEO take longer than 60 calendar days, the students shall be notified in writing as to the cause of the delay. Once the decision is made, the complaints and appeals register shall be updated.

The student shall be notified in writing of the outcome and the reasons for the decision. The student shall also be allowed to activate the external appeals process if unsatisfied with the outcome. The student is required to notify Energy Services Pty Ltd if they wish to proceed with the external appeals process.

Assessment appeals

Students who wish to appeal an assessment decision must notify their trainer/ assessor in the first instance. Where appropriate, the trainer/ assessor may decide to reassess the client to ensure a fair and equitable decision is made. The trainer/ assessor shall complete a written report regarding the re-assessment outlining why the assessment was or was not granted.

If this is still not to the client's satisfaction, the client shall formally appeal by submitting a Feedback / Complaints/ Appeals form outlining their reasons for the appeal. They shall lodge this with the operations manager, and the appeal shall be entered into the Complaints and Appeals Register.

The CEO shall be notified and shall seek details from the assessor involved and any other relevant parties. Should the decision of the CEO take longer than 60 calendar days, the students shall be notified in writing as to the cause of the delay. A decision shall be made regarding the appeal, either indicating that the assessment decision stands or providing details of a possible re-assessment by a 'third party'. The third party shall be another trainer/ assessor appointed by Energy Services Pty Ltd.

The student shall be notified in writing of the outcome, the reasons for the decision, and the 'complaints and appeals register' will be updated. The student shall also be allowed to activate the external appeals process if unsatisfied with the outcome. The client is required to notify Energy Services Pty Ltd if they wish to proceed with the external appeals process.

Energy Services Pty Ltd policies do not affect the client's right to access consumer affairs legislation and legal representation.

9.0 Other dispute resolution options

Other dispute-resolution options may be available when considering feedback, such as mediation, conciliation, or engaging an external body. On a case-by-case basis, the RTO will consider engaging an accredited arbitrator or mediator, to which all parties to the complaint must agree to use. Each party bears their own costs associated with bringing an optional support person to any alternative dispute resolution process. Where a student is still dissatisfied with the decision of the RTO, they may wish to seek independent legal advice or contact one of the following Government bodies for further information or to make a complaint against the RTO:

Organisation	Details
National Training Complaint Hotline Australian Department of Employment & Workplace Relations	13 38 73 dewr.gov.au
Vocational Education & Training Programs Australia Skills & Quality Authority (ASQA)	1300 701 801 asqaconnect

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10.0. Records and confidentiality

When a complaint is made, the RTO makes records of all parties involved, including the outcomes of a complaint and reasons for decisions made at the end of the process. All records relating to complaints are confidential, and the RTO retains records of all complaints for a period of at least seven years.

11.0 Corrective Action and Improvements

The RTO considers the potential causes of complaints and takes appropriate corrective action to eliminate or mitigate the likelihood of a reoccurrence. Corrective action is documented, and all records of complaints are retained for a period of seven years.

12.0 Roles and Responsibilities

Trainer/ assessor

- To listen to students' initial complaints and take steps to resolve on-site issues in the first instance.
- Escalate complaint/ appeal to the Energy Services Operations Manager if required.

Operations Manager

- Receive complaints/ appeals from trainers/ assessors and students and attempt to resolve them in the first instance.
- Ensure the complaint has been lodged using the Feedback/ Complaints/ Appeals form.
- Enter the complaint/appeal details into the Complaints and Appeals Register.
- Notify the CEO of complaints/ appeals.

CEO

- Investigate formal complaints and appeals.
- Keep students informed of progress in processing the complaint/ appeal.
- Make decisions on complaints/ appeals.
- Update complaint and appeals register as required.

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13. Version Control and Change History

Ver.	Approved By	Approval Date	Issue Date	Description of Change	Next Scheduled Review Date	Document Owner
1.1	CEO	10/05/2024	10/05/2024	Policy re-write, changed to new format	10/05/2026	Compliance Officer

Appendix 1

Feedback/ Complaints/ Appeals Form

The following is a cover sheet to support your complaint or appeal. It is to outline your feedback/ complaint/appeal, and you are to attach any supporting documentation.

Indicate what your feedback relates to:

Feedback

Positive or negative feedback is most welcome.

Complaint

Initial notification of your dissatisfaction or an issue that has occurred

Appeal

The application is to have the outcome of a complaint reviewed due to dissatisfaction with the process that has been followed in dealing with the initial complaint or to have an assessment decision reviewed.

Date of Submission:			
Name of Complainant:			
Detailed Description of Feedback/Complaint/Appeal: (Include an outline of your complaint/appeal with details of dates and people involved)			
Signature:			
Date:			
<i>Office Use Only</i>			
Received By:			
Date:		Entered into Register:	Yes/ No