

Complaint & Appeal Policy

Effective Date: June 2024
Policy Owner: Chief Operating Officer
Applies to: Training Online Australia Pty Ltd (trading as Alffie)
<https://training.gov.au/Organisation/Details/41206>

1. Purpose

This purpose of this policy is to provide Alffie students with a fair and equitable policy and procedure to follow if they have a complaint regarding any aspect of:

- Alffie's business
- any of Alffie's team members including trainers and assessors
- any third party (including their employees) who provides services on Alffie's behalf
- any other student of Alffie

It also applies where a student wishes to appeal an assessment decision, or any other decision, made by Alffie. It details how Alffie will manage and respond to such complaints, and appeals, and adheres to Alffie's obligations under the *Standards to Registered Training Organisations (RTOs) 2015*.

2. Scope

This policy applies to all students enrolled in any Nationally Recognised Training course delivered by Alffie. It does not apply to any non-accredited short courses that Alffie sells.

3. Policy

Alffie's approach to managing complaints and appeals:

In managing complaints and appeals, Alffie is committed to ensuring that:

- the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process
- this policy is publicly available
- a complainant or appellant is not victimised or discriminated against
- complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable
- Alffie provides an avenue for review by an independent party if Alffie's processes fail to resolve the complaint or appeal for a student

4. Complaints

a. Informal resolution

Prior to lodging a formal complaint, Alffie encourages students to raise their feedback, concern or issues with the appropriate support area first, as this may provide for a more effective and timely resolution of the matter. Student Support can be contacted by phone on 1300 253 343, by email to support@alffie.com or via Live Chat.

b. Complaint process

- i. All complaints need to be submitted in writing using the Complaint Form. The form must be completed in full, with sufficient details about the nature of the complaint. Any other information that the student is intending on relying on in the complaint must also be provided. Complaints submitted via email will also be accepted, provided they contain all the same information.
- ii. The completed Complaint Form must be emailed to support@alffie.com. An email acknowledging receipt will be sent, and a case number for reference will be subsequently provided.
- iii. A complaint may be made by a third party on behalf of a student however support Alffie is unable to discuss any student and/or their enrolment with a third party unless a signed Third-Party Authority is in place.
- iv. On receipt of a complaint, Alffie will review and investigate the complaint. Where necessary, Alffie may contact the student for additional information
- v. In investigating a complaint, Alffie will review evidence such as call recordings, emails, SMS messages and any other relevant documents, interactions with Alffie or material provided. Alffie may also call on relevant Alffie employees, as required.

c. Complaint outcome

- i. A written outcome will be provided to all complaints, including the reasons for decisions and what Alffie has relied on in reaching its decision.
- ii. If a complaint is made on the same (or materially the same) grounds as a complaint that has already been determined or is vexatious, Alffie reserves the right to decline to accept the complaint.
- iii. If a student is unhappy with the decision and consider that this policy has not been properly applied by Alffie, they may apply for internal review through the Appeal process. The student must lodge the written appeal within ten (10) business days of the complaint outcome.
- iv. If a student is still unhappy following the internal review, they can have their complaint reviewed by an external third party (subject to their processes), and can refer to the [National Training Complaints Hotline](#) for more information.

RTO address: Ground Floor, Building B, 99 Coventry St, Southbank VIC 3006
Mailing address: PO Box 6181, Melbourne VIC 3004

d. Financial obligations while a complaint is being reviewed

While a complaint is under review, students must continue to meet all of their ongoing financial obligations (if any) to prevent their account going into arrears. If the student's account is within the debt collection process, this means that the student may still be contacted about their payments and arrears.

e. Consumer Law

All students also have available to them their rights and options under the Australian Consumer Law.

5. Appeals

a. Grounds for appeal

- i. An appeal is a review of any decision made by Alffie (including its employees) with which the student disagrees, and includes decisions such as those relating to admission, recognition of prior learning, assessment, or decisions arising from the complaint process.
- ii. An appeal may be made for one or more of the following reasons:
 1. Alffie has failed to properly apply or adhere to its policy or procedure in making its determination;
 2. the decision was without due consideration of all evidence, circumstances or facts; or
 3. new and relevant evidence is available that might have resulted in a different decision had it been available originally;
 4. a penalty has been imposed that is disproportionate to the circumstances; or
 5. the student felt there was bias, prejudice or a conflict of interest in the decision-making process and can provide evidence of this.

b. Appeal process

- i. All appeals need to be submitted in writing using the Appeal Form. Appeals submitted via email will also be accepted, provided they contain all the same information. The completed Appeal Form must be emailed to support@alffie.com. An email acknowledging receipt will be sent, and a case number for reference will be subsequently provided.
- ii. Appeals must be lodged within ten (10) business days of the decision being made that is being appealed against (including complaint outcomes).
- iii. Upon receipt of an appeal, Alffie will review the decision and the outcome provided.
- iv. All appeals will be presented to the Chief Operating Officer for review and determination. The Chief Operating Officer may, at their discretion:

1. seek additional information, including from the student
 2. invite other stakeholders to participate in the determination of a particular case, where warranted by the circumstances or seriousness of the matter
 3. dismiss an appeal
 4. uphold the original decision
 5. provide an alternative determination
- v. Alffie will communicate the decision to the student in writing, including reasons for that decision.

c. Appeal process - Special Consideration application

- i. Where an appeal relates to the outcome of a Special Consideration application, the review of the determination will be confined to whether the Special Consideration policy has been appropriately applied. The appeal process does not provide for a further review of the Special Consideration application.
- ii. If the student has new relevant evidence, a new Special Consideration application is required to be made

6. Timeframes

Alffie will endeavour to provide an outcome within 20 business days, from the date that Alffie has received the completed Complaint Form or Appeal Form, along with all necessary information and documents.

7. Conduct

Alffie acknowledges the nature of complaint and appeal processes. Notwithstanding this, students are expected to act reasonably and appropriately in their dealings with Alffie team members, and in accordance with Alffie's Student Code of Conduct. Abusive and threatening behaviour will not be tolerated in any circumstances.

8. Related Legislation

- *Standards for Registered Training Organisations (RTOs) 2015*
- *National Vocational Education and Training Regulator Act 2011 (Cth)*
- *Competition and Consumer Act 2010 (Cth)*