

Complaints and Appeals Policy and Procedure

1. Policy

This policy and procedure explain how Print Training Australia (PTA) handles complaints in a transparent, fair, and equitable manner for both academic and non-academic matters, applicable to current participants and those seeking to enrol.

2. Purpose

Despite the best efforts of Print Training Australia to provide quality services and outcomes to its participants, complaints may occasionally arise that require formal resolution. This procedure describes the process by which Print Training Australia clients and customers may have appeals addressed effectively, efficiently, professionally and confidentially.

3. Responsibility

The CEO and National Training Manager are jointly responsible for the control and issue of this policy and procedure.

4. Definitions

4.1 A **complaint** means any act or omission that a customer or potential customer of PTA Training believes to be unfair or discriminatory and relates to any PTA Training activity. It can include complaints related to academic and non-academic matters such as:

- Content or structure of training programs;
- Nature of teaching or assessment;
- Assessment and marking matters;
- Selection or admission decisions;
- Delivery of a course or whole program;
- Alleged action by a staff member or another participant that, in the aggrieved participant's opinion, is prejudicial to his/her welfare as a participant;
- Administrative action or inaction, policy, procedure or decision;
- Access to facilities or resources; or
- Allegations of harassment, bullying, discrimination or breach of PTA Training rules, unethical practices or criminal behaviour; or
- A training program is cancelled by PTA Training due to a participant's failure to participate

- 4.2 **Informal complaint** means a minor concern that could be effectively resolved without the need to make the matter a formal complaint. For example, alleged misinterpretation of policy by staff member, inappropriate penalty for late submission of assignment, dissatisfaction with training venue, concern with an invoice amount or similar.
- 4.3 **Formal complaint** means a complaint that cannot be resolved informally or is considered serious and therefore needs to be addressed formally. For example, misconduct by a staff member, possible crime or regulatory offence, discriminatory behaviour (staff or participant), or similar.
- 4.4 **Appeal** means the action taken by a participant (or their employer) who is dissatisfied with the outcome of an assessment decision
- 4.5 **Investigation** means an inquiry into a complaint by an independent staff member who will:
- Commence a file and document all actions relating to the matter;
 - Consider all material relating to the complaint;
 - Act fairly and impartially, taking into account rules of natural justice and equity principles;
 - Interview such parties as are relevant to the complaint;
 - Inform him or herself as to any material facts by reference to authorities such as precedents; and
 - Determine a resolution to the complaint by making recommendations including any remedies to be applied.
 - Record all communications, findings and recommendations in the complaints register
- 4.6 **Flow Chart** A flow chart is attached to this document that provides a visual explanation of the stages of the complaints process.
- 4.7 **Complaint Form** A Complaint Form has been developed for participants to complaint on academic and non-academic issues. Participants may request the complaint form from PTA.

5. Guidelines

- 5.1 All prospective participants and employers/mentors will be provided with a Participant or Mentor Handbook upon application for training, this provides detail of the complaints policy and procedure.
- 5.2 PTA Training will encourage the parties to approach a complaint with an open view and will attempt to resolve issues through discussion and conciliation. Where a complaint cannot be resolved through discussion and conciliation, PTA Training acknowledges the need for an appropriate Executive Committee to mediate between the parties.
- 5.3 All disputes will be handled professionally and confidentially in order to achieve a satisfactory resolution.

- 5.4 All parties will have a clear understanding of the steps involved within the procedure.
- 5.5 Each complainant will be provided with the opportunity to present his or her case at each stage of the process.
- 5.6 All complaints will be managed fairly and equitably and as efficiently as possible. The complaints and appeals process is available 'free of cost' to the participant.
- 5.7 All discussions relating to the complaint are to be recorded in the complaints register and the complainant provided with a written statement of the outcomes, including reasons for the decision.
- 5.8 Stakeholders that wish to appeal a decision made by PTA Training in relation to their complaint may do so in writing.
- 5.9 PTA Training will provide Trainer and Assessors and/or Participants with details of external authorities that they may wish to approach with respect to their complaint if required.
- 5.10 PTA Training will endeavour to resolve any complaint referred to it by the STA within ten (10) working days of its receipt of the complaint.
- 5.11 Any complaint will be handled fairly, recognising the rights of the person making the complaint and PTA Training or the person against whom the complaint is being made. All parties concerned will be treated with courtesy and at no time, will be discriminated or victimised. Appropriate confidentiality will be maintained throughout the process.
- 5.12 In the interests of providing the most effective and timely means to address concerns most complaints should be dealt with as close to the source as possible and involve the people most directly concerned unless the complaint is about a person concerned.
- 5.13 At any point a complaint may be withdrawn by the complainant.

6. Complaint Procedure

STAGE 1 - INFORMAL COMPLAINT PROCESS

- a. Sometimes participants may have a complaint or be unhappy about a particular decision or action of the College or of a trainer and assessor or other College staff members.
- b. For Academic complaints participants should approach the trainer and assessor. There may have inadvertently been a mistake or misunderstanding which they can quickly rectify. Many problems can be resolved by the trainer and assessor on the spot and the trainer can give the participant information which clears up the problem. For any other issues, participants should email admin@printtrain.edu.au .
- c. If the participant is not satisfied with the trainer and assessor's or the staff member's response or the matter is more serious, participant may lodge a formal complaint. Refer to Stage 2 - Formal

Complaints Process below. The internal formal complaint processing of Print Training Australia is free of charge.

STAGE 2 - FORMAL COMPLAINT PROCESS

Non-Academic issues

1. Written complaint is submitted to the CEO via admin@printrain.edu.au
2. The CEO will acknowledge the complaint in writing within 5 working days of receipt;
3. The CEO or independent member of staff investigates the complaint and liaises with all parties involved within 30 days of receipt:
4. The complainant and staff member are provided with a written statement of outcome which outlines the details of the decision. The written statement will be provided by the CEO within 3 working days of concluding the investigation of the complaint
5. If the matter is resolved written acknowledgement is sought from both parties;
6. If the matter is unresolved, it will be referred to the Group Managing Director for review within 10 working days of concluding the investigation of the complaint;
7. The complainant is provided with a written statement of the outcome which outlines the details of the decision by the Group Managing Director. The written statement will be provided by the CEO within 5 working days from the time the decision was made;
8. If required to attend a formal meeting/mediation session, the complainant may be accompanied at the meeting by a representative (cost of attendance of the representatives attendance is borne by the complainant.

Academic issues

1. Written complaint is submitted to the National Training Manager via karen@printrain.edu.au
2. The National Training Manager will acknowledge the complaint in writing within 5 working days of receipt;
3. The National Training Manager investigates the complaint and liaises with all parties involved within 30 days of receipt:
4. The complainant and staff member are provided with a written statement of outcome which outlines the details of the decision. The written statement will be provided by the National Training Manager within 3 working days of concluding the investigation of the complaint
5. If the matter is resolved written acknowledgement is sought from both parties;
6. If the matter is unresolved, it will be referred to the CEO for review within 10 working days of concluding the investigation of the complaint;
7. The complainant is provided with a written statement of the outcome which outlines the details of the decision by the CEO. The written statement will be provided by the CEO within 5 working days from the time the decision was made;
8. If required to attend a formal meeting/mediation session, the complainant may be accompanied at the meeting by a representative (cost of attendance of the representatives attendance is borne by the complainant.

Appeals Procedure

1. Participant (or their employer) discusses the result with their trainer and assessor to attempt to resolve the appeal.
2. If resolved, the participant is provided with a written outcome of appeal and reason for decision within 5 working days.
3. If the matter is not resolved, the participant is to complete an Assessment Appeal Form (available on the Print Training Australia website <https://www.printtrain.edu.au/participant-information> and lodge it with the National Training Manager.
4. The National Training Manager will review the original assessment decision and subsequent decisions and the grounds for the appeal. They will consult as necessary to investigate the appeal. The National Training Manager will provide the participant with a written outcome of the appeal and, if necessary, arrange for training records to be amended to reflect the outcome, within 10 working days of the lodgement of the appeal.
5. If the participant is still dissatisfied with the decision, they can lodge an official complaint with regard to the process or outcome. Refer to the Complaint Procedure.

External Complaint Resolution

If the complainant is dissatisfied with the outcome of the complaint at the end of the internal process, they may wish to have the matter dealt with through an external dispute resolution process.

The following principles will be adhered to by both parties:

- Discussion/Negotiation - The parties agree that in the event of a dispute arising, they shall first meet and attempt to resolve issues of concern by means of discussion and personal negotiation. If this process does not resolve the issues, they shall refer the matter to mediation.
- Arbitration or Litigation - It is a condition precedent to the right of either party to commence arbitration or litigation (other than for interlocutory relief) that they must first offer to submit the dispute to mediation.
- Complaints to the Regulator - If the complainant wishes to make an official complaint to the regulator, they can complete the Complaint about a training organisation operating under ASQA's jurisdiction form provided by the Australian Skills Quality Authority (ASQA) on their website: <https://www.asqa.gov.au/about-us/how-asqa-uses-feedback/complaints-about-training-providers>

Recordkeeping and Confidentiality

All outcomes relating to stakeholder complaints will be reviewed at the Continuous Improvement and Compliance Committee meetings at least quarterly and will be documented within the Complaints Register.

Details of all complaints, whether informal or formal, and whether academic or non-academic matters, are recorded and stored in the Complaints Register, and in the participant's/employer's file(s) by the relevant Manager.

These records will be treated as confidential, retained for five years and parties to the complaints process can have appropriate supervised access to these records.

INFORMAL
COMPLAINTS FLOWCHART

Participants may have a complaint or be unhappy about a particular decision or action of the College or of a trainer and assessor or other College staff members.

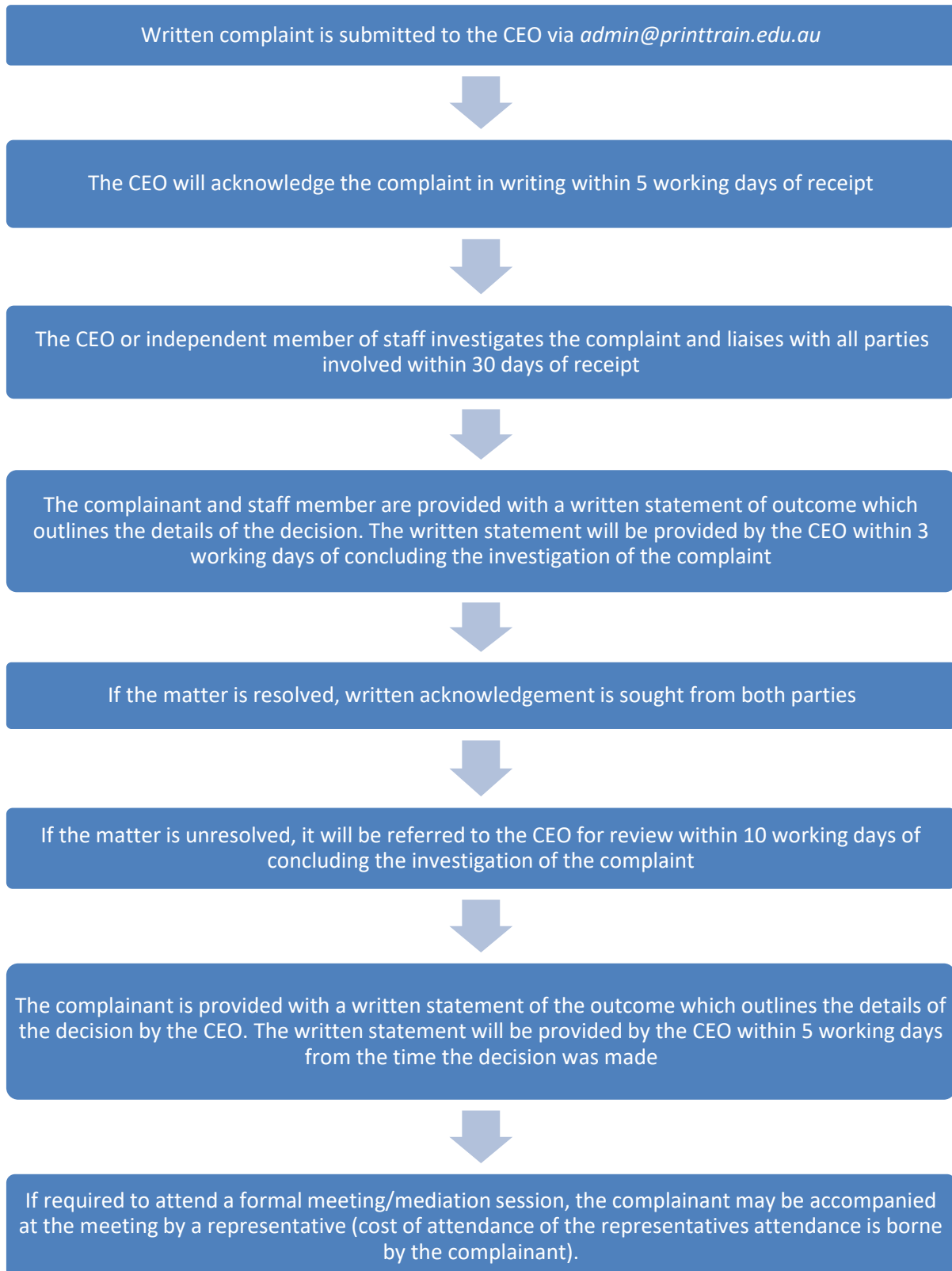


For Academic complaints, participants should approach the Trainer/Assessor.
For other issues, participants should send an email to admin@printrain.edu.au



If the participant is not satisfied with the Trainer/Assessor's or staff member's response, they may lodge a formal complaint. Refer to Formal Complaints process.

FORMAL COMPLAINTS FLOWCHART – NON-ACADEMIC ISSUES



FORMAL COMPLAINTS FLOWCHART – ACADEMIC ISSUES

Written complaint is submitted to the National Training Manager via *karen@printrain.edu.au*



The National Training Manager will acknowledge the complaint in writing within 5 working days of receipt



The National Training Manager investigates the complaint and liaises with all parties involved within 30 days of receipt



The complainant and staff member are provided with a written statement of outcome by the National Training Manager within 3 working days which outlines the details of the decision.



If the matter is resolved, written acknowledgement is sought from both parties



If the matter is unresolved, it will be referred to the CEO for review within 10 working days of concluding the investigation of the complaint



The complainant is provided with a written statement of the outcome within 5 working days from the time the decision was made which outlines the details of the decision by the CEO.



If required to attend a formal meeting/mediation session, the complainant may be accompanied at the meeting by a representative (cost of attendance of the representatives attendance is borne by the complainant).

APPEALS FLOWCHART

Participant (or their employer) discusses the result with their trainer and assessor to attempt to resolve the appeal.



If resolved, the participant is provided with a written outcome of appeal and reason for decision within 5 working days.



If the matter is not resolved, the participant is to complete an Assessment Appeal Form (available on the Print Training Australia website <https://www.printtrain.edu.au/participant-information> and lodge it with the National Training Manager.



The National Training Manager will review the original assessment decision and subsequent decisions and the grounds for the appeal. They will consult as necessary to investigate the appeal and will provide the participant with a written outcome of the appeal and, if necessary, arrange for training records to be amended to reflect the outcome, within 10 working days of the lodgement of the appeal.



If the participant is still dissatisfied with the decision, they can lodge an official complaint with regard to the process or outcome. Refer to the Complaint Procedure.

7. Related Documents

TG002_PTA Participant Handbook

PTA Participant Appeals Form

PTA Complaints Form

R006 Complaints Register

8. Review

8.1 24 months from release date or as required.

Amendment Schedule

8.2 This table detailing any “Corrected” (new release date) or “Changed” (new edition number) made to the controlled document between review dates.

Date	Modification	Detail	By
30/11/2017	Corrected	Created this version branded with PTA	Quality and Compliance Officer
12/02/2025	Updated	Updated the purpose, the complaint procedure Removed irrelevant reference to ASQA	Group Compliance Manager