



## Complaints and Appeals Procedure

- Definitions:
  - A complaint can be made about any product or service provided by Seaton Training including partnering organisations
  - An appeal is can be lodged against an RTO decision such as assessment result or complaint outcome
  - Complaints and appeals are handled through the same procedure
  - The Complaints and Appeals process can be used by Seaton Training staff, students or partnering organisations

Individuals are encouraged to informally discuss a complaint or appeal directly with their Trainer or Seaton Training Manager before the following formal process is undertaken.

- A complaints or appeals must be submitted in writing to the Training Manager via email, post or fax. Seaton Training will act on and begin investigating each complaint or appeal within 5 working days. The submission should include the following information;
  - Name of person submitting the complaint
  - Contact details of the person submitting the compliant including address and contact phone number
  - Nature of Complaint or Appeal
- Seaton Training will act on and begin investigating each complaint or appeal within 5 working days.
- No complaint or appeal will be pre-judged.
- Each complainant/appellant will have an opportunity to formally present his or her case and be represented by a third party.
- Where able each complainant/appellant will be provided with a written statement of the outcome including reasons for the decision reached within 4 weeks of the complaint/appeal being made.
- Where a decision cannot be made within 60 calendar days the complainant/appellant will be informed in writing of the reason why and will receive fortnightly updates on the matter till a resolution is reached.
- Each complainant/appellant can only make one appeal.
- If after exhausting the RTO's appeals process an appellant is still not satisfied with the outcome they can contact the National Training Complaints Hotline on 13 38 73 or email [skilling@education.gov.au](mailto:skilling@education.gov.au) OR put their appeal in writing to:  
Dispute Settlement Centre of Victoria: Melbourne Office  
Level 4, 456 Lonsdale Street  
Melbourne VIC 3000  
Tel: 1300 372 888  
Tel: 1300 372 888
- Each complaint or appeal and its outcome will be recorded in writing, discussed at the RTO Meeting (if required) and filed on individual students file.
- All complaints and appeals will be noted in the CI Register and any actions recorded and the entry closed in the CI Register at the resolution of the complaint and appeal.