

Version 2 for Website  
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# COMPLAINTS AND APPEALS POLICY

## Introduction

This Complaints and Appeals Policy is to provide information to students and clients about how to make a complaint or an appeal in relation to training and assessment services provided by Group 314.

Group 314 is committed to providing high quality products and excellent service. Any indication of a lapse in quality or service will result in swift and decisive action to resolve the issue and implement any required improvements.

Group 314 is committed to the adoption of the principles of natural justice and procedural fairness at every stage of the complaints and appeals process.

## Complaints

This Complaints Policy is designed to manage and respond to complaints involving the conduct of:

- Group 314, its trainers, assessors or other staff.
- A third-party providing services on Group 314's behalf, its trainers, assessors or other staff.
- A student.

A complaint can be made by a student, a client, a supplier or any other person or organisation associated with the delivery of products or services by Group 314.

Complaints from students must be lodged through Vasto, the Group 314 Student and Learning Management System. To access the Complaints/Appeals Form: login to Vasto; select the 'Help' tab; select 'Lodge a formal complaint or appeal'; and complete and Submit the Complaint/Appeal Form.

Complaints from clients, suppliers or any other person or organisation associated with the delivery of products or services by Group 314 (excluding students) must be made in writing and sent to the Group 314 Chief Executive at 2 Lamber St Tolland, NSW, 2650 or [info@group314.com](mailto:info@group314.com).

All complaints will be acknowledged in writing by Group 314 within 48 hours of receipt and resolved as soon as practicable.

Where Group 314 considers more than 60 calendar days are required to process and finalise a complaint, Group 314 will, prior to the expiration of 60 days from the date the complaint was lodged:

- Inform the complainant in writing, including reasons why more than 60 calendar days are required; and
- Regularly update the complainant on the progress of the matter.

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On resolution of a complaint, Group 314 will communicate the outcome to the complainant in writing.

### **Escalation**

If a complaint cannot be resolved through the above process, Group 314 will organise for the complaint to be reviewed by an appropriate party that is independent of both Group 314 and the complainant.

Should the independent review process prove unsuccessful in resolving the complaint, the complainant may lodge the complaint with the Australian Skills Quality Authority (ASQA). The [ASQA website](#) provides guidance on lodging a complaint with ASQA.

## **Appeals**

This Appeals Policy is designed to manage requests for a review of decisions, including assessment decisions, made by Group 314 or a third-party providing services on behalf of Group 314.

Any student can appeal a decision.

Appeals from students must be lodged through Vasto, the Group 314 Student and Learning Management System. To access the Complaints/Appeals Form: login to Vasto; select the 'Help' tab; select 'Lodge a formal complaint or appeal'; and complete and Submit the Complaint/Appeal Form.

In the event of an appeal, students can request:

- A review of the assessment decision, or
- The allocation of another assessor.

All appeals will be acknowledged in writing by Group 314 within 48 hours of receipt and resolved as soon as practicable.

Where Group 314 considers more than 60 calendar days are required to process and finalise an appeal, Group 314 will, prior to the expiration of 60 days from the date the appeal was lodged:

- Inform the appellant in writing, including reasons why more than 60 calendar days are required; and
- Regularly update the appellant on the progress of the matter.

On resolution of an appeal, Group 314 will communicate the outcome to the appellant in writing.

### **Escalation**

If an appeal cannot be resolved through the above process, Group 314 will organise for the appeal to be reviewed by an appropriate party that is independent of both Group 314 and the appellant.

Should the independent review process prove unsuccessful in resolving the appeal, the complainant may lodge a complaint with the Australian Skills Quality Authority (ASQA). The [ASQA website](#) provides guidance on lodging a complaint with ASQA.