

Complaints and Appeals Policy and Procedure

Policy Statement

ATI-Mirage is committed to managing all complaints and appeals in a fair, professional, and confidential manner to support continuous improvement. The process is accessible, transparent, and handled constructively and promptly to maintain trust and foster positive relationships with students, industry clients, and the public.

The complaints and appeals process also serves as a valuable tool to identify and address areas for improvement in ATI-Mirage's service delivery, policies, practices, and procedures.

Scope

This policy applies to:

- All students and clients of ATI-Mirage.
- Third-party providers delivering services on behalf of ATI-Mirage (if applicable).
- All trainers, assessors (including associates), and associated staff involved in the provision of services.

Definitions

Complaint:

A complaint refers to dissatisfaction with any aspect of ATI-Mirage's services, facilities, or staff. Examples include, but are not limited to:

- Difficulties or concerns with trainers or assessors.
- Issues with student administration or support.
- Concerns about marketing or provided information.
- Disputes regarding fees or finances.
- Welfare or safety concerns.
- Issues with training facilities or learning resources.
- Delays or errors in issuing Statements of Attainment or Certificates.
- Concerns about student progress.

Appeal:

An appeal occurs when a student disagrees with an assessment result and requests a review. This includes dissatisfaction with:

- A mark for an assessment task (e.g., "not achieved").
- A final result for a unit of competency (e.g., "not yet competent").
- Outcomes related to Recognition of Prior Learning (RPL).
- Appeals must be lodged within 10 working days of receiving the result.

Procedure Statement

1. Informal Resolution:

Wherever possible, students are encouraged to resolve concerns directly with the trainer or assessor before lodging a formal complaint.

2. Lodging a Formal Complaint or Appeal:

- If the issue is unresolved, the student may submit a detailed written complaint or appeal to the RTO Manager.
- Submissions can be made via the Complaints and Appeals Form available on the website.

3. Acknowledgment and Registration:

All complaints and appeals are registered and acknowledged within two (2) working days.

4. Interviews and Investigations:

- If an interview is required, it will be conducted professionally and efficiently to minimise stress or inconvenience.
- A detailed, confidential record of the interview will be maintained and validated by the interviewee.

5. Notification of Outcome:

The complainant or appellant will be notified of the outcome in writing within 14 days of submission.

6. Escalation to an Independent Third Party:

If the matter is unresolved, ATI-Mirage will consult with an independent third party, such as the Training Accreditation Council (TAC), the RTO regulator, to mediate and resolve the issue.

7. Extended Timeframes:

If more than 60 calendar days are required to resolve the complaint or appeal, ATI-Mirage will notify the complainant or appellant in writing, providing reasons for the delay and regular updates on the progress.

8. Record Keeping and Continuous Improvement:

- All complaints and appeals, along with their outcomes, are securely recorded.
- ATI-Mirage regularly reviews complaints and appeals to identify root causes and implements corrective actions to prevent recurrence.

9. Commitment to Fairness and Improvement

ATI-Mirage ensures all concerns are addressed with the utmost respect, transparency, and professionalism. This policy reflects our commitment to fostering trust, ensuring quality, and continually enhancing the student experience.

Modification History

Version No.	Issue Date	Nature of Amendment
Version 1.0	15 th Aug 2012	Materials Designed Appeals & Grievance P&P
Version 1.1	31 st August 2016	Re-written as Complaints & Appeals P&P
Version 1.2	12/4/2019	Differentiated between Complaints & Appeals and added TAC as the third party in event of no resolution within RTO. Updated logo.

Version 1.3	20/11/2024	Updated to removed inaccuracies and reflect current systems. Brand colour updated.
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