

Complaints Policy

Axiom will ensure that stakeholder complaints and appeals are resolved in an objective, equitable and timely manner. We will manage and respond to allegations involving the conduct of:

- a) Axiom, its trainers, assessors, or other staff;
- b) A third-party providing services on Axiom's behalf, its trainers, assessors, or other staff; or
- c) A student of Axiom.

Axiom has an appeals policy to manage requests for a review of decisions, including assessment decisions (both final decisions and decisions made as part of the assessment process), made by Axiom or a third-party providing services on Axiom's behalf

The principles of natural justice and procedural fairness will be adopted at every stage of the complaints and appeals process.

Complaints Process

Wherever possible, people who have a complaint are encouraged to discuss the matter informally with the person/s concerned before going ahead with a formal process. We understand that sometimes this is not possible or does not lead to resolution of the issue. In these cases, people are encouraged to discuss their concerns with Senior Management. RTO administrative staff will make themselves available at a mutually convenient time if a student wishes to seek assistance.

Steps:

Submitting a Complaint

1. If a student or stakeholder wishes to make a formal complaint, they should do so in writing, wherever possible, using a Complaints and Appeals Form, which is included in the Student and Trainers Handbooks. The complainant has the right to have a third party/support person assist them through the Complaints Process, this may be due to language barriers or simply at the complainant's request.

Acknowledgement and Investigation

2. Upon receiving the complaint, Axiom will acknowledge receipt in writing within 5 business days.
3. The complaint will be investigated by an appropriate staff member, depending on the nature and complexity of the issue.
4. The Training Manager will follow the process on the Complaints and Appeals Form for the process under "Recommended Action Required for Improvement".
5. An initial meeting is to be held within 10 business days
6. If further investigation is required, this should be completed within 60 calendar days
7. All parties involved will have the opportunity to present their case and provide relevant evidence.
8. The investigation will be conducted in a fair, impartial and timely manner, and grievances will be kept confidential, in order to protect the complainants



Outcome and Review

9. The final decision will be communicated in writing to all parties involved
10. If the processes fail to resolve the complaint, the complainant may request a review by an appropriate party independent of Axiom and the complainant
11. Axiom is responsible for acting upon the subject of any complaint found to be substantiated.
12. Complaints and Appeals Forms received are to be entered onto the Complaints and Appeals Register
13. If Axiom determines that the complaint process cannot be finalised within 60 calendar days, the Training Manager will:
 - Confirm this in writing to the complainant, including reasons why more than 60 calendar days is required
 - Will regularly update the complainant or appellant on the progress of the matter

All Complaints and Appeals Forms are reviewed during the monthly Quality Meeting and improvements are to be identified and implemented according to the Policies and Procedures of Axiom.

There is no cost involved with lodging a complaint with Axiom.