

Complaints and Appeals Policy

1. Policy

LTTV recognises the right of all students and employer clients (both current and prospective) to lodge a complaint or appeal where they are concerned about the service they are receiving or their experience with LTTV and/or partners of LTTV.

This LTTV complaints policy is to be used to manage and respond to allegations involving the conduct of:

- LTTV and its staff including trainers, assessors and other personnel;
- third parties providing services on LTTV's behalf and their staff including trainers, assessors and other personnel; and
- students of LTTV.

This policy includes an appeal policy to manage and respond to requests to review decisions including assessment decisions made by LTTV or a third party providing services on LTTV's behalf.

LTTV has developed this policy to ensure stakeholders have access to information regarding the process that will be followed to ensure their concerns are handled with care.

To ensure this policy's effectiveness, LTTV ensures that:

- a) clear, unambiguous, written procedures are in place for the recording and management of complaints/appeals in a fair and transparent manner;
- b) stakeholders are made aware of these procedures and have access to them,
- c) all documentation required to lodge a complaint/appeal is available at all times through the LTTV website and in soft/hard copy where requested;
- d) all complainants/appellants have their complaints/appeals acknowledged in writing, in a timely manner, and that outcomes are also recorded in writing; and
- e) all complaints/appeals, and their outcomes, are sufficiently recorded and used successfully to inform continuous improvement initiatives.

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2. Responsibilities

LTTV's Operations Manager is responsible for responding to and managing all raised complaints and appeals regarding service and experience. The Operations Manager may opt to delegate the management and resolution of select complaints and appeals to an appropriate member of the LTTV team should it be necessary to ensure a fair investigation.

LTTV will ensure that this policy and its corresponding procedures and processes are clearly visible and available on the LTTV website, as well as in the student and staff handbooks provided prior to enrolment or employment.

3. Complaints Procedure

Stakeholders wishing to make a complaint or appeal a decision are encouraged to talk the matter through in an informal manner with the appropriate staff member, and where possible, prior to lodging a formal complaint/appeal. For example, a student experiencing difficulty accessing their online learning portal should contact IT Support; a student being deemed not yet competent should approach their assessor.

For complaints or appeals that are unable to be resolved at this early stage, stakeholders are encouraged to follow the formal complaints/appeals procedure as detailed in this Complaints and Appeals Policy.

- a) All complaints/appeals must be submitted in writing, using the 'Complaint/Appeal Form' within seven (7) calendar days of the incident/occurrence. This may be a brief overview of their concerns. Further evidence may be given during investigation.
- b) The submitted 'Complaint/Appeal Form' are treated as a formal complaint/appeal from the complainant.
- c) The LTTV Operations Manager must be informed immediately of the receipt of a 'Complaint/Appeal Form'.
- d) The LTTV Operations Manager may appoint responsibility for the resolution of the complaint/appeal to a suitable delegate where necessary.
- e) The LTT Operations Manager, or delegate, will acknowledge the receipt of a 'Complaint/Appeal Form' in writing within fourteen (14) calendar days. Where

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required, this response may invite the complainant/appellant to attend a meeting to discuss the complaint/appeal in more detail.

- f) Complaints/Appeals will be processed in accordance with the 'Complaints/Appeals Process - Annexure A'.
- g) Where possible, LTTV commits to resolving complaints/appeals within fourteen (14) to sixty (60) calendar days of the initial lodgement (dependant on the issue of concern).
- h) LTTV will regularly update the complainant/appellant on the progress of their claim.
- i) The complainant/appellant will be informed, in writing, of the reasons where LTTV considers more than sixty (60) calendar days are required to process and finalise the complaint/appeal.
- j) The LTTV Operations Manager will resume responsibility of assessing the final conclusion of all initial investigations.

4. Complaints/Appeals Management

LTTV maintains a clear and consistent record of all complaints/appeals made. Information for each complaint/appeal, is recorded in detail, on a 'Complaints/Appeals Investigation Form' and maintained securely at all times.

Information included in these records will detail:

- a) Who managed the complaint/appeal at each stage;
- b) How the complaint/appeal was dealt with;
- c) The outcome achieved;
- d) The expected timeframe for resolution;
- e) The potential causes of the complaint/appeal; and
- f) The action taken to resolve the complaint/appeal.

5. Monitoring and Improvement

All complaints/appeals practices and outcomes are monitored by the LTTV Quality team and will be discussed at Quality Meetings to ensure all areas for improvement can be identified and acted upon effectively.

