



SCOUTS AUSTRALIA INSTITUTE OF TRAINING- (SAIT) Complaints Handling Policy

2015

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Feedback, Complaints and Appeals

1.1 Feedback

SAIT will, in accordance with the Standards for Registered Training Organisations seek, by way of an automated electronic survey seek feedback from candidates about the assessment experience. This feedback will be used for the purposes of providing statistical data to the Australian Government and continuous improvement of SAIT.

At all times SAIT's Privacy Policy will be observed.

1.2 Complaints

Any person wishing to make a complaint against SAIT concerning its conduct as an RTO shall have access to the complaints procedure. All formal complaints will be heard and decided within 15 working days of the receipt of the written complaint by Scouts Australia. The designated person to receive these complaints is the SAIT Compliance Officer.

Complaints Procedure

Persons with a complaint concerning the manner that the SAIT conducts its responsibilities as an RTO, have access to the following procedure:

1. The complaint and its outcome shall be recorded in writing. The *SAIT Complaints & Appeals Form* is to be completed and forwarded to:

The Compliance Officer
Scouts Australia Institute of Training
Scouts Australia House
Level 1, 8 Help Street
CHATSWOOD NSW 2067

Where the process will be actioned.

2. On receipt of a formal complaint, the SAIT Compliance Officer shall convene an independent panel to hear the complaint. This shall be the 'Complaint Committee' and will be a Sub-Committee of the SAIT Board of Management.
3. The Complaint Committee shall not have had previous involvement with the complaint.
4. The complainant shall be given an opportunity to present their case in person to the Complaints Committee and may be accompanied by one other person as support or as representation.
5. The Complaints Committee may then seek an adjournment to seek further clarifying information.
6. The Complaint Committee will make a decision on the complaint.
7. The Complaint Committee will communicate its decision on the complaint to all parties in writing within 5 working days of making its decision.
8. Should a complainant seek only action on the complaint through the submission of the *SAIT Complaints & Appeals Form*, and not request formal representation in person, resolving the complaint shall rest with the Complaints Committee who will address the issue and provide its decision in writing direct to the candidate.
9. All information and communication relating to the complaint is deemed confidential.

The cause and resolution of the complaint will be included in the continuous improvement cycle of the relevant standard/s, and recorded in the *SAIT Register of Complaints and Appeals*.

1.3 Appeals

An enrolled candidate may appeal against a complaint resolution or decision made with respect to an assessment result. The person making the appeal will need to undertake the following steps:

1. Candidate to place their appeal in writing using the *SAIT Complaints & Appeals Form*.
2. The written request will be referred to the SAIT Board of Management for hearing at the next scheduled Board Meeting, or delegated authority of the Board.
3. A final decision will be made by the SAIT Board and will be conveyed in writing to the candidate within 15 working days of finalising the process.
4. All information is documented and archived as required under the provisions of the Privacy Act, and will also be recorded in the *SAIT Register of Complaints and Appeals*,
5. All information and communication relating to the appeal is deemed confidential.

NOTE: The SAIT Complaints and Appeals Form can be located at any Scout Branch in Australia and at the SAIT National Office by asking the SAIT RPL Compliance Officer.

Contact Information

General enquiries in the first instance should be directed to the relevant Branch Training Administrative Support Officer – located in the relevant Scouts Australia Branch Headquarters. In need enquiries may be directed to:

SAIT
Scouts Australia Institute of Training
Scouts Australia House
Level 1, 8 Help Street
CHATSWOOD NSW 2067
PH: 02 9413-1133