

Tech Skills Australia

Complaints And Appeals Policy

At TSA we are committed to providing a pleasant and safe work environment for all employees, students and visitors. We acknowledge, however, that things do not always go smoothly and that employees and students can sometimes feel aggrieved about things that are happening. An employee may have a complaint and/or Appeal about a decision, behaviour, act or omission (whether by management, staff, contractors or third parties) that they feel is unfair, discriminatory or unjustified; and a student may have a complaint and/or appeal about information or service with which they have been provided.

The Complaints and Appeals Procedure provides a process by which an employee or student may have their complaint and/or appeal addressed.

The following are the key elements of the TSA Complaints and Appeals handling procedure:

- *Availability* – This complaints and appeals policy and the associated procedure and forms will be publicly available.
- *Impartiality* – If a complaint and/or appeals made, it will be investigated in a fair and impartial manner. No judgements or assumptions will be made and no action will be taken until the investigation is complete. If a complaint is made against an employee, their rights will be protected and they will be given an opportunity to give their side of the story.
- *Confidentiality* – The complainant and/or appeal may feel secure that TSA will maintain the level of confidentiality that the complainant requires.
- *Victimisation* – Management will make every endeavour to ensure that a complainant is not victimised in any way. If any form of victimisation does occur, appropriate action will be taken.
- *Timeliness* – Each complaint and/or appeal will be dealt with immediately and finalised within as short a time period as possible. Every endeavour will be made to ensure that all complaints are finalised within two weeks. Where, due to circumstances out of TSA control, the process exceeds 60 days all persons involved in the investigation will be notified including a revised outcome date.

In Managing complaints and appeals, TSA shall ensure that

- a) The principles of natural justice and procedural fairness are adopted at every stage of the compliant process.
- b) The complaints policy is publicly available.

- c) There is a procedure for making a complaint/appeal.
- d) complaint/appeal are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- e) complaint/appeal will be resolved on an individual case basis, as they arise.
- f) All clients have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third party) or the behavioural conduct of another learner.
- g) All complaints/appeals are acknowledged in writing and finalised as soon as practicable.
- h) The complaints/appeals resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- i) The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- j) In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- k) Final decisions will be made by the Director TSA or an independent party to the complaint.
- l) The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- m) If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third-party review will be advised to the complainant.
- n) If the complaint will take in excess of 60 calendar days to finalise TSA will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- o) Victimisation of complaints/appeals, respondents or anyone one else involved in the complaint resolution process will not be tolerated.
- p) All students will be handled as Staff-In-Confidence and will not affect or bias the progress of the client in any current or future training.

Date: 06 Jan 2026

Chief Executive Officer Name: LEI CAI

Chief Executive Officer Signature:

