



Lifeline Australia RTO Complaints, Grievances and Appeal Policy & Procedures

The policy aims to ensure that Lifeline Australia RTO responds to all complaints, grievances and appeals in an effective, timely, fair, and equitable manner. The policy relates to students who are currently enrolled, or previously studied Lifeline's accredited training programs at designated Lifeline Centres (Centres).

Feedback from students regarding the designated Centre and staff is encouraged. The feedback must be lodged as a formal complaint or grievance before it is treated as a formal complaint. A student or complainant that has ceased their study with the designated Lifeline Centre will have six (6) months after they have ceased their enrolment to use Complaints, Grievance and Appeals Policy and Procedures.

A complaint may be about anything done, or not done, by management, personnel or other students of the RTO, which the student feels has been unfair or unjust. The complaint may also be about but not limited to discrimination, harassment, or any other decision or behaviour which the student thought to be unfair, unjust or upsetting.

Lifeline Australia will ensure that any logged complaint is investigated promptly, independently and with sensitivity. Lifeline Australia will make sure the views of each complainant and respondent are respected, and that any party to a grievance will not be disadvantaged, discriminated against because of raising a complaint. All complaints, grievances, appeals, and outcomes are recorded and treated confidentially, unless the matter is found to be unlawful and needs to be reported to a third party. The records will be kept in accordance with the Lifeline Australia Privacy Information Policy.

Lifeline Australia encourages students to seek resolution of concerns, when it is safe to do so, with the person(s) directly. If resolution is not achieved, the below complaint process is followed. The management of a complaint will be at no charge to the complainant.

This policy is available publicly on the Lifeline Australia website (<https://www.lifeline.org.au/>).

Stage 1 – How to complaint at your designated Lifeline Centre

If the issue is not resolved, the student can:

1. Raise the issue with the trainer or assessor.
2. Raise the issue with the Training or Centre Manager at their designated Centre.

Stage 2 – How to complaint or appeal to Lifeline Australia

If the issues remained unresolved at the designated Lifeline Centre, the student can:

1. Raise complaint electronically at training.cswt@lifeline.org.au for CSWT complaints and training.dvalert@lifeline.org.au for DV-alert complaints.
2. Complaints lodged will be acknowledged within 5 working days and a formal written response will be provided within 20 working days.
3. If the complaint or appeal requires more than 60 calendar days to process and finalise, Lifeline Australia:
 - will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required
 - will provide a regular update (a minimum update of once every fortnight) to the complainant or appellant.

See below for more information about the Complaint Appeal Process.

Appeal against an Assessment Decision

All students have the right to appeal a result of 'unsatisfactory' received for an assessment. The grounds for appeal must identify that the result received was not based on the assessment marking criteria as outlined in the assessment task.

How to apply appeal against an assessment decision

1. Student should discuss their concerns with the original assessor of their work, who will consider the concerns and confirm their assessment result.
2. From that point if the student wishes to do so, they can request that a review is completed by an independent assessor from another Lifeline Centre.
3. Following an independent review, the student may make a further and final internal appeal to the following staff depending on the relevant training programs:
 - The Training and Delivery Manager for the DV-alert training who in consultation with RTO Compliance Lead will undertake a review.
 - The Learning & Development Manager (or equivalent) for the Crisis Support Workplace Training who in consultation with the Practice Team will undertake a review.
4. If the student is still not satisfied with the outcome, they have the option of submitting an appeal to ASQA via ASQA Connect asqaconnect.asqa.gov.au, on the grounds that the RTO's training, assessment or study support services are inadequate or unfair.

Appeal against Refusal for Extension

All students have the right to appeal against the refusal for extension. The appellant must provide sufficient supporting evidence for the appeal.

How to apply appeal refusal for extension

1. Student should discuss the refusal for extension with their trainer at the designated Centre.
2. From that point if the student wishes to continue with the appeal, they can request that a review is completed by the Training Manager at their designated Centre.
3. Following the review, the student may make a further and final internal appeal to Lifeline Australia.
4. If the student is still not satisfied with the outcome, they have the option of submitting an appeal to ASQA via ASQA Connect asqaconnect.asqa.gov.au, on the grounds that the RTO's study support services are inadequate or unfair.

Complaint Appeal Process

Internal Appeal

If a student making a complaint is unsatisfied with the response from the designated Centre, they may approach Lifeline Australia within 20 working days of receiving notification of the outcome of their formal grievance from the designated Centre.

A delegate of Lifeline Australia will consult the complainant and other relevant parties of the appeal being lodged. Lifeline Australia will attempt to resolve complaints/appeals within 30 days and will provide a regular update (a minimum update of once every fortnight) to the complainant or person seeking an appeal.

External Appeal

Students who are not satisfied with the process conducted by Lifeline Australia may refer their grievance to the following external agencies:

- Representatives of state or territory government departments
- The Anti-Discrimination Board
- Australian Association of Social Workers or other relevant regulating body
- Commonwealth and State or Territory offices of the Ombudsman

ACT: www.ombudsman.act.gov.au

NSW: www.ombo.nsw.gov.au

NT: www.ombudsman.nt.gov.au

TAS: www.ombudsman.tas.gov.au

WA: www.ombudsman.wa.gov.au

QLD: www.ombudsman.qld.gov.au

VIC: www.ombudsman.vic.gov.au

SA: www.ombudsman.sa.gov.au

Further Escalation

Australian Skills Quality Authority (ASQA)

If after the completion of the complaint, grievance and appeal process, the student or complainant still believes the RTO is breaching its legal requirements, they may lodge an external appeal to the Australian Skills Quality Authority

<https://www.asqa.gov.au/complaints/complaints-about-training-providers>.

There is no charge for reconsideration or review of decisions, other than review by the Administrative Appeals Tribunal.

RTO Complaints & Appeals Process

