

COMPLAINTS & APPEALS

TSATP, as part of The Salvation Army, is committed to creating a fair and equitable organisational culture and will deal with any complaint against a TSATP decision in an effective and timely manner.

If you have a concern that is affecting your ability to complete your course, it is important to let your Trainer/Assessor or the TSATP office, know of the issue. Ask your Trainer/Assessor for a formal complaint or appeal form.

TSATP management, staff and Trainer/Assessors are responsible for responding appropriately to complaints and managing the resolution process, in accordance with TSATP “Complaints and Appeals Policy”.

Further information can be obtained through TSATP ‘Complaints & Appeals Policy’ available on our website at:

<https://www.employmentplus.com.au/training-plus/student-information/>

TSATP has a process in place for the lodgement of general complaints, grievances or appeals, which includes:

General Complaints

All students of TSATP may raise a concern or issue concerning TSATP policies, procedures, services, or resource and products with a view to having them changed or improved, by way of:

- Completing the TSATP Formal Complaints Form and state their case providing as many details as possible. This Complaint Form can be gained by contacting RTO Administration.
- Once a formal complaint is received it is to be entered into the ‘Complaints Register’ which is monitored by the National Operations Manager and RTO Compliance Manager regularly.
- The complaint will be acknowledged in writing to the complainant
- The National Operations Manager investigates the complaint. This will generally include an interview.
- The complainant is advised in writing on the outcome of the investigation.
- If unresolved, the complainant may appeal to a party independent of the complaint. This could be the CEO, who will further investigate the complaint.
- The complaint and outcomes, including reasons for the decisions are recorded in the complaint register by the National Operations Manager or RTO Compliance Manager

Assessment Appeals

All students may raise concerns about TSATP assessment process and how it was conducted with regards to their level of competence, with a view to having their result/s changed or improved. To appeal an assessment decision:

- A student wishing to raise a formal appeal can do so by completing the TSATP Formal Appeals Form and state their case providing as many details as possible. This Appeal Form can be gained by contacting RTO Administration.
- Once a formal appeal is received it is to be entered into the ‘Appeals Register’ which is monitored by the National Operations Manager and RTO Compliance Manager regularly.
- The appeal will be acknowledged in writing to the appellant
- The appeal must be lodged within two weeks of return of the assessment task by the Trainer/Assessor.
- The process will commence within 5 working days, from the date of the receipt of the appeal.

- In some cases, a qualified third party will conduct a comprehensive review of the completed and graded assessment, against the assessment task and assessment criteria.
- The appellant will be informed in writing of the result of the appeals process within 14 days of lodgement, although one possible outcome is an opportunity for the student to review and/or resubmit their assessment task.
- The result of the assessment appeal will be final.
- The appeal and outcomes, including reasons for the decisions and persons involved are recorded in the appeals register by the National Operations Manager or RTO Compliance Manager.

If the complaint or appeals process will take more than 60 days to process and finalise the complainant/appellant will be notified of the reason and kept up to date on the progress of the complaint/appeal in writing.

Should the student feel dissatisfied with the outcome of a complaint or appeal, TSATP can suggest they contact the Australian Skills Quality Authority (ASQA), which TSATP is registered with.

An online complaint form can be accessed at www.asqa.gov.au

