

FORM

D04/01 COMPLAINTS AND APPEALS



INTRODUCTION

NITA has a duty of care in ensuring students, staff and all our valued stakeholders experience an environment which is free of coercion, unfair treatment or harassment. NITA is constantly reviewing and updating its policies and practices, and any complaint and appeal will help us to identify any systemic problem so that we may provide the best services possible.

PART 1: Instructions

In the first instance, your complaint or appeal should be discussed informally with the staff member involved. Wherever possible, you are encouraged to resolve your dispute informally. However, if your complaint or appeal cannot be managed informally, please complete and submit this Form to the NITA Chief Executive Manager and RTO Operations Manager, which will commence NITA's formal resolution procedures.

Our processes for handling formal complaints and appeals

- All formal complaints and appeals will be dealt with promptly by a senior NITA staff member.
- Acknowledgement of the complaint will be made in writing and within 5 working days of receipt.
- In most instances of a formal complaint, we will arrange a time to discuss your issue. You are welcome to bring a friend or independent advocate to the meeting however must advise NITA's RTO Operations Manager at least 2 working days prior to the meeting of the person.
- To be considered, a formal appeal about a decision made by NITA MUST be lodged within 5 working days of advice of the decision.
- NITA will set up an Appeals Review Committee to consider your appeal.
- NITA will advise you in writing if it believes that the investigation will take more than 60 days and commits to keeping you up-to-date with progress.
- All internal complaints and appeal services are free of charge.
- NITA will provide all parties with a written report of the outcome of the complaint or appeal within 5 working days of the investigation's findings.
- If all parties are satisfied with the resolution and agreed actions, the complaint will be closed.
- If you are not satisfied with the resolution and action, a written response should be provided to the NITA Chief Executive Manager no later than 5 working days from receipt of the outcome of the formal investigation.
- NITA will organise for an external mediation. There is no cost to the student for this initial mediation when it is agreed to use the Resolution Institute.

If you would like to also lodge a complaint with an external body, please ask for a copy of our **Complaints and Appeals Policy and Procedure** where you will find details of the various agencies.

PART 2: Details of Formal Complaint or Appeal

Please tick : **Complaint** **Appeal**

Please provide your contact details so we can follow up the issue directly with you.

Name			
Address			
Mobile	Work Ph	Home Ph	
Best time to be contacted:			
Course or training being undertaken with us (if relevant):			
Name of trainer or assessor (if relevant):			
Location (ARR or MGCC):			

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Please complete the following sections or add another sheet if required.

Describe your complaint or the decision you want to appeal:

Date or dates involved:

Describe any efforts you have made to resolve the issue:

Describe any efforts staff have made to resolve the issue:

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How do you think the situation can be resolved – what do you want to happen?

Signed:

Date:

Please forward your completed form to the NITA RTO Operations Manager. Please be sure to include/attach as much evidence as possible. We will contact you within 5 working days to arrange a time to discuss your complaint or appeal.

Submission Details: Please submit by handing your Form and evidence to NITA's Reception or forward to:

The NITA RTO Operations Manager

Email: notices@nita.com.au

OFFICE USE ONLY:

1. Notified of time to discuss the matter: Yes / No Date:

2. NITA delegate appointed to manage the process: _____

3. Action Taken:

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4. Outcomes and Reasons (to be provided in writing within 5 working days to the complainant/appellant and copy on file):

5. Date of Advice of NITA Outcome: _____

6. Complainant's Response (if any – please attach):

7. Details of Booking of Resolution Institute (if required):

8. Date of Lodgement on Complaints and Appeals Register (with initials) _____