



<i>This policy relates to the following guidelines:</i>	Privacy Act 1988 Privacy Amendment (Enhancing Privacy Protection) Act 2012 Australian Privacy Principles Australian Skills Quality Authority Standards Australian Apprenticeship Support Loans Act 2014
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Purpose

To outline the process to be followed by Apprenticeships Northern Territory employees in managing and responding to complaints, grievances or appeals from individuals and organisations who have dealings with Apprenticeships Northern Territory.

Apprenticeships Northern Territory will manage and respond to allegations against the organisation, its staff, third parties providing services on its behalf and its students in a professional and timely manner within the principles of natural justice and procedural fairness.

Scope

Australian Apprentices, Employers and/or any other interested parties, may lodge a complaint, query, or provide feedback on any aspect of an Australian Apprenticeship. Providers must action complaints regardless of their source.

Definitions

Appeal – is a process for requesting a review of an official decision made or an appeal against a decision made about an assessment outcome, a failure to meet a satisfactory academic progress, and/or the quality of course delivery.

Complainant/Appellant – refers to the person who has lodged a complaint or appeal.

Complaint – is a formal expression of dissatisfaction about an action, a proposed action, or failure to act in a proper, responsible and timely manner. This includes failure by Apprenticeships Northern Territory to observe published policies, practice, and procedures.

Independent decision maker – is the person investigating the complaint or appeal who is not directly related to the matter. This person will either be the Manager of the business unit, Human Resources Manager or Chief Executive Officer.

Parties – refers to a complainant and a respondent.

Principles of Natural Justice - General procedural fairness in the handling of a grievance that involves all of the following elements:

- the right to a fair hearing;
- the right to attend hearings with a friend or support person, if required;
- the opportunity for all parties involved to be heard;
- the complainant not determining the outcome, but may be a party to it;
- the right to a decision maker who is independent of the decision being reviewed;
- a final decision that is based solely on the relevant evidence;
- the right to an independent third party to review the complaint or appeal.

Respondent – the person, department or organisation to whom the complaint or appeal is lodged.

Objective

Complaints handling

The Department's National Customer Service Line is 1800 020 108 to escalate the complaint if it cannot be resolved by the Provider and State Deed Managers.

Providers must also assist Employers and Australian Apprentices with other types of complaints by providing accurate referral to the most appropriate body. For example, workplace relations complaints must be referred to the Fair Work Ombudsman.

The Australian Apprenticeship Support Loans Program has a stand-alone review process, underpinned by the Australian Apprenticeship Support Loans Act 2014.

National Customer Service Line

The National Customer Service Line assists individuals, businesses and interested members of the public with queries and complaints regarding employment services for the Department, Department of Social Services and National Indigenous Australians Agency.

They are also the central contact for all Commonwealth Government funded employment support services, Australian Apprenticeships, vocational education, and training lines. Including:

- Skilling
- Employer Hotline
- Employer Reporting Line
- National Customer Service Line Transfer Line.

Anyone with a complaint or query about the training sector can report a complaint and have it referred to the right authority for consideration. This hotline is available on 1800 020 108 – please select option 3.

The Department's expectation is that any complaints/concerns about the Provider are dealt with by the Provider, in the first instance. However, where the complainant expresses a desire to escalate their complaint/concern, they should be referred to the National Customer Service Line.

Formal Complaints or Appeals

When an identified issue cannot be resolved through negotiation or discussion a formal complaint or appeal may be lodged. Complaints and appeals are to be lodged using the *Complaints and Appeals Form* within 30 days of the related event occurring and lodged through feedback@gtntgroup.com.au.

Guidelines for Formal Complaints

Complainants must submit their written complaint or appeal to feedback@gtntgroup.com.au on the *Complaints and Appeals Form* available at www.theapprenticeshippeople.com.au within 30 days of the related event occurring. Apprenticeships Northern Territory will provide written acknowledgement within 10 business days of receipt of a

completed *Complaints and Appeals Form*.

Apprenticeships Northern Territory intend to finalise complaints or appeals within 10 business days. Where it is identified the matter cannot be finalised within 10 days the parties to the complaint or appeal will be notified.

Where Apprenticeships Northern Territory determine that it will require more than 30 calendar days to finalise a complaint or appeal, the Complainant or Appellant will be notified in writing, advising the reasons why more than 30 days is required and will be provided regular updates and progress.

All complaints will be treated confidentially and sensitively however the details of the complaint may be provided to the person (if complaint relates to an employee or student) or other relevant parties for investigation purposes.

The information provided will be treated confidentially and will not be disclosed to a third-party other than for the purpose of managing the complaint or to comply with law. For information about how Apprenticeships Northern Territory protects your personal information, please refer to GTNT Group's Privacy Policy.

If the Complainant or Appellant is dissatisfied with the outcome of the complaint or appeal the matter may be escalated to the Chief Executive Officer of GTNT Group within 10 business days of the outcome being advised in writing. The Chief Executive Officer or their nominated Delegate will review the decision and will either confirm the decision or make a new decision and advise the Complainant or Appellant of their decision with 5 business days.

A Delegate of the Chief Executive Officer is to be independent of the initial investigation and decision. Should a Complainant or Appellant not be satisfied with the decision following escalation they may refer the matter to an independent third-party. Should there be any costs involved in engaging with the third-party, the Complainant or Appellant are responsible for those costs.

Suggested independent third-party providers:

Fair Work Ombudsman <https://www.fairwork.gov.au/about-us/contact-us/offices/northern-territory>

NT WorkSafe <https://worksafe.nt.gov.au/>

Registered Training Organisation related complaints and appeals – Australian Skills Quality Authority
<https://www.asqa.gov.au/complaints/complaints.html>

Breach of privacy related complaints – Office of the Australian Information Commissioner (OAIC)

The OAIC complaints process requires individuals to complain directly to the organisation, if a response is not provided within 30 days or you are dissatisfied with the response complaints can be lodged below:

https://forms.business.gov.au/smartforms/landing.htm?formCode=APC_PC

Group Training Organisation related complaints and appeals – Apprentice Employment Network
eo@myaen.com.au

Apprenticeships Northern Territory related complaints and appeals – All complaints should initially be directed to the Australian Apprenticeships NT Manager through feedback@gtntgroup.com.au, unresolved matters will be escalated to the Department of Industry, Tourism and Trade.

Alternatively, the Department of Employment and Workplace National Customer Service Line is 1800 020 108 to

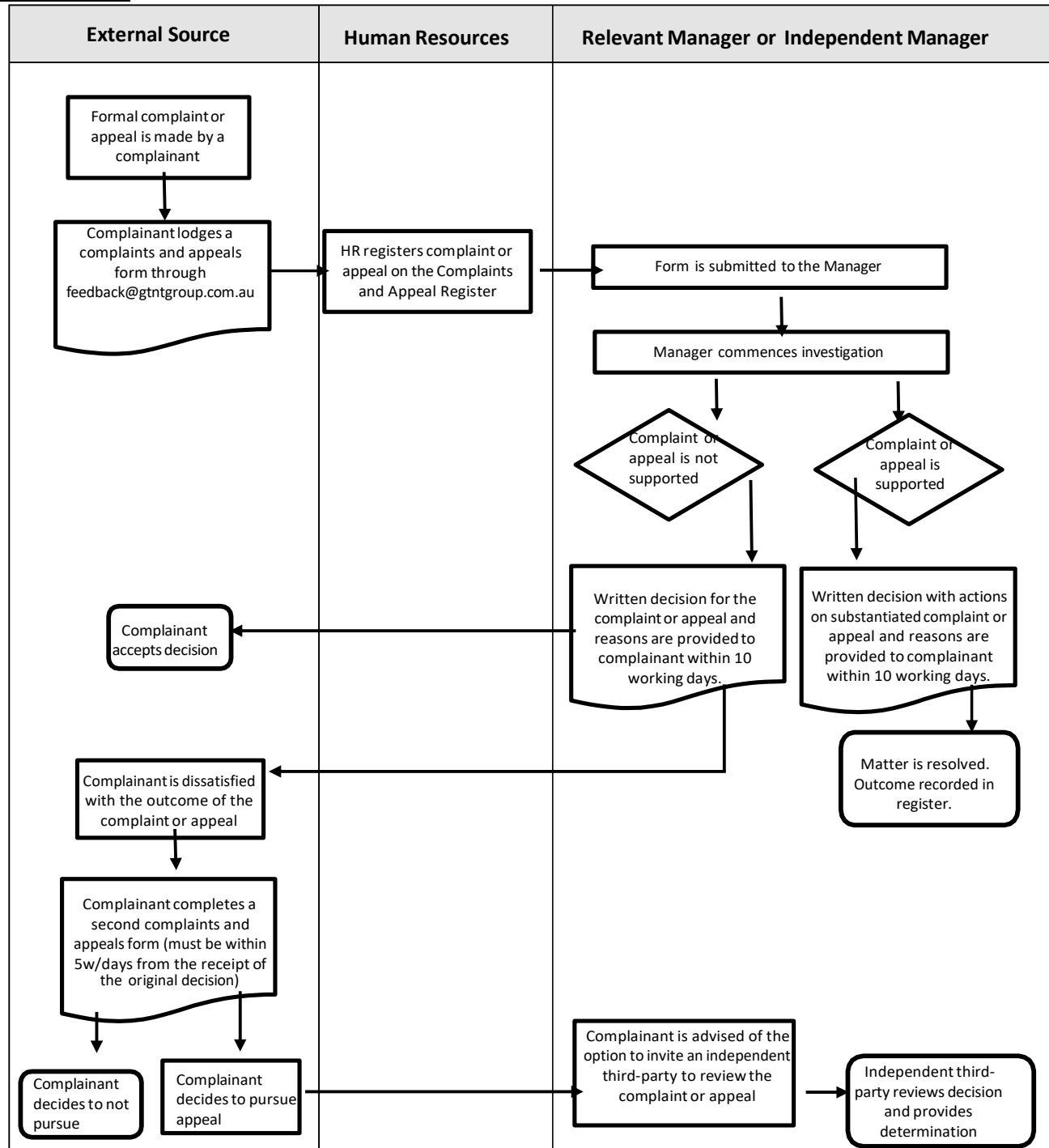


escalate the complaint if it can not be resolved by the Provider and State Deed Managers.

All formal complaints and appeals will be dealt with in accordance with the complaints and appeals process flow.



Process flow





This policy relates to the following procedures:
HU-MA004 Management of Complaints and Appeals Procedure

This policy relates to the following forms:
HU-MA004-01 Complaints and Appeals Register
HU-ST025-01 Complaints and Appeals Form