

If you have any type of problem, concern or complaint you have the right to lodge a grievance.

**It is important that you know that any grievances are treated confidentially and impartially.**

## Making a Complaint

You may make your complaint verbally to your trainer or the local Novaskill Branch Coordinator. In most cases we may require the complaint to be provided in writing in order for an objective and fair investigation to be conducted. You may wish to use our Complaint Form (FR-CS-019), or simply provide written details in the form of a letter.

## Acknowledgment

We will acknowledge the written complaint within two (2) working days of receipt and nominate a senior officer to be the contact person.

## Investigation

In investigating the complaint, the appointed officer will:

- Contact you to discuss the complaint
- Contact the person you are complaining about, provide them with a copy of your complaint and ask for their comments and other relevant information.
- Review all the information provided.
- Recommend a Training Program of action

If we decide we cannot deal with the complaint we will talk to you about this and explain why.

## Reporting

We will inform you of the outcome of the investigation within two (2) working days of the investigation being finalised.

## APPEALS

If you are dissatisfied with the outcome of the complaint investigation, you may raise your concerns with your Branch Coordinator or the National RTO Manager – see contact details below.

Novaskill Branch Coordinator	Phone Number
Ballina	02 6600 3000
Broadmeadow	02 4906 6700
Coffs Harbour	02 6601 7000
Central Coast	02 4357 8600
Nambucca Heads	02 6598 5400
Port Macquarie	02 6500 1100
Singleton	02 6575 3700
South East Queensland	07 5665 0800

If you are not satisfied with how Novaskill has handled your complaint, you can refer your complaint to a third party. This third party will vary depending on the program you are enrolled in – your Branch Coordinator will be able to provide contact details for the relevant third party.

## WHAT IF I AM UNHAPPY WITH A PARTICULAR RESULT?

If you feel that the assessment process was conducted unfairly or you do not agree with the decision please discuss this with your assessor. You are able to request another assessment at a later date. If this action is not satisfactory please see the Novaskill appeals procedure below.

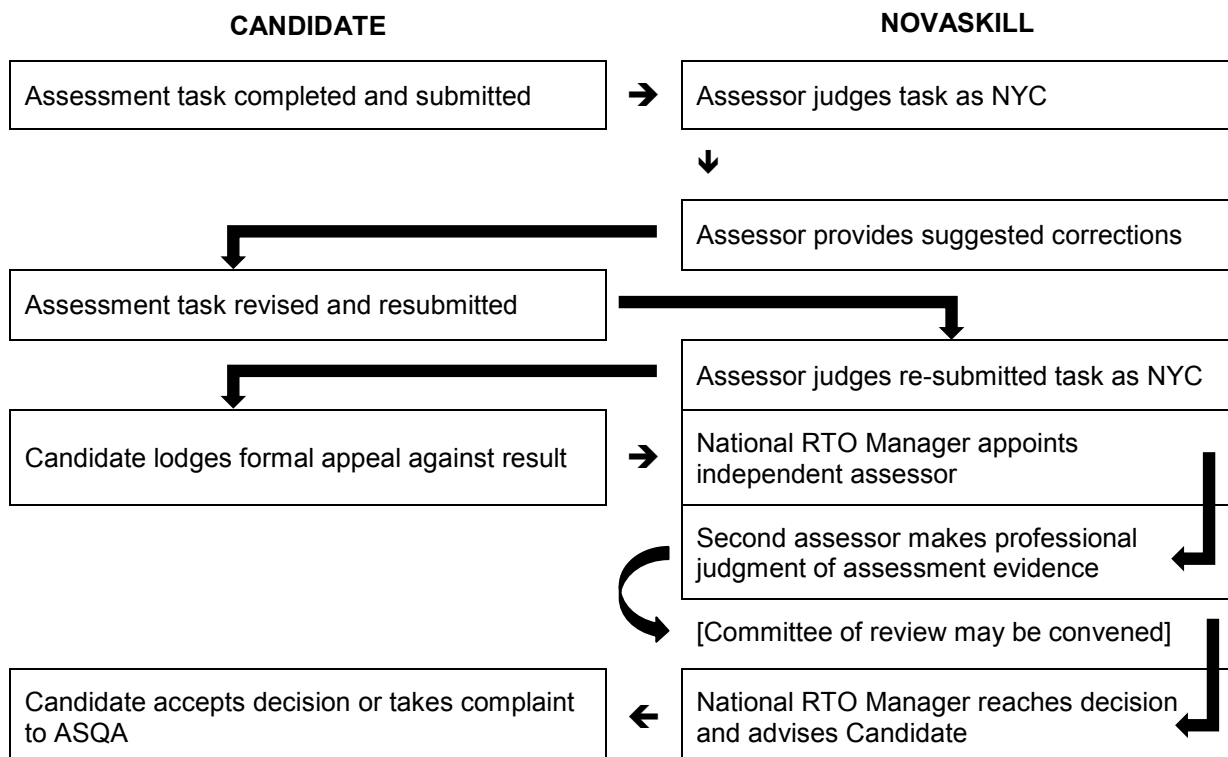
## ASSESSMENT APPEALS

If you are unhappy an assessment result of Not Yet Competent (NYC), you have the right to question those assessment outcomes with your Assessor. If, after a subsequent re-assessment, following the corrections suggested by your assessor, you are still not satisfied with your result you may lodge a formal appeal, using FR-RT-25 – Appeals Review Form. (Any re-submission of an assessment task that falls outside the scheduled course dates or training contract, or for a third or subsequent submission may incur an assessment fee.)

To submit a formal appeal you will be required to complete the Appeals Review Form (FR-RT-25), which is available from your Assessor or your Training Program Coordinator. The appeal will be reviewed by the National RTO Manager. This process of review will involve either a second, independent assessor or a committee of review or both, depending on the seriousness of the issue arising from the appeal.

You will be informed in writing of the results of the review. If you are still not satisfied with the outcome of the appeals process you may take your complaint to the national registering body for training organisations, ASQA by telephoning 1300 701 801 in the first instance.

The diagram below shows how this process operates.



# Appeals Review Form



## Assessment Details

Course (Title, Code):		
Unit (Title, Code):		
Assessment Task (attach to this form):		
Date of assessment:	Assessment Outcome:	

## Participant Details

Name: .....	Signature: .....
Employer: .....	Contact: .....
Participant Comment: .....	
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## Assessor Details

Name: .....	Signature: .....
Assessor Comment: .....	
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## Independent Review (Second Assessor/Review Committee)

Date Appeal Received: .....	Signature: .....
Review date: .....	
Recommendation: .....	
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## RTO Manager Review

Date Appeal Received: .....	Signature: .....
Review date: .....	
Decision: .....	
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Outcome to be awarded:	

The Participant has been informed

The Assessor has been informed

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