

Complaints and Appeal Policy

Complaints

The Australian Driving Institute has a procedure for handling complaints should they arise. All complaints will be handled without bias and following natural justice and fair procedures.

All parties to a complaint will be well informed about the complaint, or a complaint made against them and of the progress of the complaint process.

If students have a complaint with any aspects of their training, they are encouraged to speak immediately with the trainer to resolve the issue.

Staff members receiving the complaint should discuss the complaint details with the complainant to determine if they can implement action that is agreeable to the complainant.

In all cases the complaint will be acknowledged to the complainant in writing as will be the resolution.

If the staff member receiving the complaint is unable to resolve the issue with the complainant or the complaint is outside of the staff member's area of responsibility, then the staff member should request the complainant to put the complaint in writing to the Operations Manager.

The Operations Manager will acknowledge the complaint in writing, review the complaint and will provide a written response within 14 working days to the complainant of the action taken and the reasons for the decision.

If the complaint will not be able to be resolved within that timeframe or will take longer than 30 days, the complainant/s will be notified in writing and informed of the progress of the complaint resolution process.

Should the complainant not be satisfied with the outcome of the complaint they can appeal the decision through the RTO's appeals procedure.

In the event where a satisfactory outcome cannot be achieved after appealing a decision through the RTO's internal complaints procedure, a student may lodge a complaint using ASQA's online complaint form found at the ASQA website or [National Training Complaints Hotline - Department of Education, Skills and Employment, Australian Government \(dese.gov.au\)](#)

Academic Appeals

Should a student wish to appeal any decision made by the Australian Driving Institute the appeals will be managed in accordance with the Australian Driving Institute's appeal procedure. This includes appeals against assessments decisions.

All appeals will be handled without bias and following natural justice and fair procedures. All parties to an appeal will be well informed about the appeal, and of the progress of the appeal process.

An appeal must be lodged within twenty (20) working days of the student being notified of a decision made by the Australian Driving Institute or in the case of an academic appeal, within twenty (20) working days of the completion of the assessment.

The student must submit their appeal in writing to The Training Manager, Australian Driving 7 Benjamin Street, St Marys, SA 5042

The Training Compliance Manager will acknowledge the appeal in writing, review the appeal within 5 working days of receiving the appeal, and provide a written statement of the appeal outcome and the reasons for the decision to the student.

If the appeal will not be able to be resolved within that timeframe or will take longer than 30 days, the student will be notified in writing and informed of the progress of the appeal process.

If the Training Compliance Manager cannot resolve the situation or has been a party to the decision, (the student can request that) an Independent Panel will be convened to consider the appeal. The panel shall consider the appeal within 10 working days of notification of the application. The student may have a mutually acceptable support person in attendance during the proceedings of the Independent Panel.

Independent Panel Procedure

The panel will review the circumstances of the appeal and make a decision on the evidence submitted. The decision of the independent panel shall be final.

Members of the Independent Panel

The Panel shall consist of three to four persons. The background of the persons requested to sit on the panel will vary depending on the circumstances of the appeal. However, it may consist of:

- Director
- Operations Manager
- Training Compliance Manager
- Account Manager (If required)