

## 1. Complaints Policy

During course activities, students may have some concerns with the processes they are being exposed to or they may be unhappy with a particular aspect of the program. XSEED undertakes to provide a mechanism allowing allows for the fair and equitable resolution of any issues.

XSEED complaints process is available to manage and respond to allegations involving the conduct of:

- XSEED, its trainers, assessors or other personnel; or
- AN XSEED contracted third party providing services of XSEED, including the third party representative's trainers, assessors or other personnel; or
- A student of XSEED.

Allowing students to easily engage with the personnel of XSEED about any concerns they have can stop minor issues becoming larger.

XSEED's complaints process is publicly available on the XSEED website, and is provided to all prospective clients via the relevant handbook for each stakeholder group prior to enrolment. Where XSEED uses third parties to deliver services, complaints information is also made available to prospective clients of these third party representatives.

XSEED's complaints process follow the principles of natural justice and procedural fairness by allowing anyone subject to a decision by XSEED, or anyone who has allegations made against them, to tell their side of the story before a decision is made.

### 1.1. Complaint & Grievance Procedure

The following problem resolution framework has therefore been implemented for all stakeholders raising a complaint or issue, with a desire to resolve matters as positive adults. This procedure applies to all complaints about:

- Academic matters from students;
- Non-academic matters from students; and
- Non-academic matters from persons seeking to enrol with the XSEED in a VET course or unit of study.

1. In the first instance a student should discuss the matter with the personnel member or responsible person concerned. Where this is not considered appropriate then the complainant is encouraged to discuss the matter with XSEED management.

If the complainant is satisfied with the outcome of the discussion, it would mean that the matter is resolved.

2. Any client may submit a formal complaint to XSEED in writing. Complaints are to include the following information:

- Submission date of complaint;
- Name of complainant;
- Nature of complaint;
- Date of the event which lead to the complaint; and
- Any other relevant information or attachments (if applicable).

3. The XSEED Chief Executive Officer will acknowledge receipt of the complaint in writing within five working days and arrange a suitable time if needed to discuss the complaint.
4. The Chief Executive Officer will investigate the complaint, or refer the matter to appropriate XSEED personnel to investigate. In either case, the investigation will be resolved and decisions made on the complaint within 20 working days of the complaint being received in writing.

In all cases, each party may be accompanied and assisted by a third party at any relevant meeting.

5. The complainant will be informed of any decisions or outcomes concluded in writing, with reasons provided for the decisions or outcomes. With this notification, all complainants will receive information on how they can progress their complaint if still unhappy.
6. If the complainant is not satisfied with the outcome, they may escalate the complaint in writing to the XSEED Chief Executive Officer.
7. Escalated complaints are to include the following information:
  - Submission date of complaint;
  - Name of complainant;
  - Nature of complaint;
  - Reasons why the complainant is not satisfied with the outcome of the original complaint; and
  - Any other relevant information or attachments (if applicable).
8. The XSEED Chief Executive Officer will acknowledge receipt of the escalated complaint in writing within five working days and arrange a suitable time if needed to discuss the complaint.
9. The Chief Executive Officer will investigate the complaint, or refer the matter to an external dispute resolution process by a body appointed for this purpose by XSEED. The default external body will be drawn from accredited LEADR practitioners in the relevant region / context of the complaint:

**LEADR – Association of Dispute Resolvers**

1800 651 650

[www.leadriama.org](http://www.leadriama.org)

In either case, the investigation will be resolved and decisions made on the escalated complaint within twenty working days of the complaint being received in writing.

10. The complainant will be informed of any decisions or outcomes concluded in writing, with reasons provided for the decisions or outcomes. With this notification, all complainants will receive information on how they can progress their complaint if still unhappy.
11. If the complainant is not satisfied with the outcome, and the complaint is yet to be mediated by an external dispute resolution process, they may escalate the complaint in writing to the XSEED Chief Executive Officer. In this situation, the Chief Executive Officer will:

- Acknowledge receipt of the escalated complaint in writing within five working days; and
- Refer the matter to an external dispute resolution process by a body appointed for this purpose by XSEED.
- XSEED will give due consideration to any recommendations arising from the external review within ten working days of the receipt of the recommendations.
- The investigation will be resolved and decisions made on the complaint within thirty working days of the escalated complaint being received in writing.

12. The complainant will be informed of any decisions or outcomes concluded in writing, with reasons provided for the decisions or outcomes. With this notification, all complainants will receive information on how they can progress their complaint if still unhappy.

All stages of the complaints process are documented and notes provided to all parties involved, including the outcomes of the complaint at each stage and reasons for the decisions made. Each complaint and its outcome is recorded in writing and stored on the Complaints Register. This register is located on the XSEED Portal available at:

<https://xseed.rtomangement.com>

If the internal or external complaint handling or appeal process results in a decision that supports the student, XSEED immediately implements any decision and/or corrective and preventative action required and advises the student of the outcome.

At all times records of complaints and grievances are maintained confidentially. XSEED retains records of all complaints and grievances for a period of at least five years, allowing parties to the complaint or grievance appropriate access to these records.

## 1.2. Complaints Key Contacts

If the student is still not satisfied with the resolution of the complaint, they are directed to seek further assistance from the following additional parties:

Organisation	Details
Australia Skills & Quality Authority (ASQA)	1300 701 801 <a href="mailto:enquiries@asqa.gov.au">enquiries@asqa.gov.au</a>
ACT Department of Education & Communities	<a href="http://www.det.act.gov.au">www.det.act.gov.au</a>
NSW Department of Education & Training	<a href="http://www.training.nsw.gov.au">www.training.nsw.gov.au</a>

NT Department of Education and Training	<a href="http://www.det.nt.gov.au">www.det.nt.gov.au</a>
QLD Department of Education, Training & Employment	<a href="http://www.training.qld.gov.au">www.training.qld.gov.au</a>
SA Department of Further Education, Employment, Science and Technology	<a href="http://www.training.sa.gov.au">www.training.sa.gov.au</a>
Skills Tasmania	<a href="http://www.skills.tas.gov.au">www.skills.tas.gov.au</a>
Victorian Department of Education & Training	<a href="http://www.skills.vic.gov.au">www.skills.vic.gov.au</a>
WA Department of Training and Workforce Development	<a href="http://www.dtwd.wa.gov.au">www.dtwd.wa.gov.au</a>