

Ballistic Training Solutions provides workforce planning, training and consultancy services to Industry Clients including the Aviation, Education, Construction, Environmental, Agricultural Engineering Infrastructure and Resource Sectors.

Complaints, Appeals and Grievances

Ballistic Training Solutions is committed to developing and maintaining a transparent, effective, timely, fair and equitable complaints and appeals handling system, which is easily accessible to all complainants, where the focus is on positive outcomes with undue blame and investigation and minimal expense.

This policy applies to all complainants including current, prospective, and existing students undertaking study or training in courses offered by Ballistic Training Solutions including:

- Fee For Service students
- Students funded through state government funding programs
- Trainees under a contract of training. However, trainees under a contract of training will also need to seek advice from the relevant government department in their state about their rights and responsibilities.
- Vet In Schools students (where applicable)

This policy also applies to Industry representatives, employers, Ballistic Training Solutions staff and any other stakeholder.

Definitions

A grievance can be defined as an individual's expression of dissatisfaction with any aspect of the services and activities provided by Ballistic Training Solutions, including both academic and non-academic matters such as, but not limited to:

Academic

- The quality of service/training provided
- Student progress, assessment, curriculum, awards in any VET course or unit of study
- Dissatisfaction with assessment process or result

Non-Academic

- The conduct of BTS and/or any of its staff
- issues such as the handling of personal information and access to personal records
- The enrolment, induction/orientation process;
- Grievances resulting from decisions made by Ballistic Training Solutions
- The way someone has been treated such as harassment, vilification, discrimination
- Issues with financial matters including fines, penalties, fees
- Exclusion from events and facilities
- The conduct of another learner

Informal grievance

A complaint is considered to be informal when it is made verbally. It is also considered to be informal when it is made in writing and addressed to the person against whom the complaint is being made unless a signed copy of that letter is also sent to the Operations Manager. An informal complaint will be referred to an appropriate person to assist the effective and rapid resolution. Resolution of a complaint is to be achieved as quickly as possible, at the local level and with a minimum number of people involved.

Formal grievance

A formal complaint is made by forwarding a signed written complaint to the Operations Manager of Ballistic Training Solutions.

All parties have a right to confidentiality and privacy, subject to necessary legal responsibilities and the complaint will be forwarded to the most appropriate person (as determined by the CEO) to assist the effective and rapid resolution of any complaint.

At all times, parties to the complaint may be accompanied by an advocate of their choosing. Each party will have opportunity to formally present their case should they wish to do so.

Complainants can choose to utilise resources outside Ballistic Training Solutions to assist to resolve their complaint. Depending on the nature of the complaint this may include but is not limited to:

- Ballistic Training Solutions Independent Arbitrator
- The office of Fair-Trading Queensland
- Independent Tertiary Education Council of Australia (ITECA)
- The Department of Employment, Small Business and Training for issues related to training provided through state government funding.
- The Queensland Training Ombudsman.
- The Australian Skills Quality Authority.
- Other complaint handling agencies.

In handling a complaint, whether formal or informal, confidentiality will be maintained to:

- Protect all parties involved in a complaint under the principles of natural justice
- Prevent the possibility of a defamation or other legal action
- Involve the minimum number of people possible

Before an Issue Becomes a Formal Grievance

Complainants are encouraged, wherever possible, to resolve concerns or difficulties informally with the trainer or staff member involved in the action(s) in order that the issue may be resolved quickly and effectively. There are also staff available to assist the resolution of issues at this level. Complainants may raise an informal grievance by contacting the Operations Manager if required either in person or by phoning +61455301982.

Where the informal discussion has not found a suitable resolution, or the circumstances do not allow this a formal complaint may be lodged.

Assessment Appeal Process

- All students have the right to appeal should they not be satisfied with the assessment decision. This can be dealt with as follows:
- Approach your trainer /assessor informally to discuss your concerns
- If you are not satisfied or do not feel comfortable, a meeting can be arranged with the CEO
- The CEO will have the work re-assessed by an independent or impartial qualified trainer/assessor
- You will be notified of the outcome in writing within 20 working days from the date of the appeal
- Where the appeal is successful the results will be amended
- Where the appeal is not upheld the Operations Manager will advise the student in writing the opportunity for external mediation

You have the right to use the Formal Grievance process if preferred. A formal letter must be submitted within 20 working days of receiving the academic result.

Procedure

This procedure can be used by all complainants to submit a grievance of an academic or non- academic nature and at all times Ballistic Training Solutions will take steps to ensure that:

- The complainant and any respondent will not be victimised or discriminated against
- The complainant has an opportunity to formally present their case
- That each party to a grievance may be accompanied and assisted by a support person/third party at any relevant meeting
- The complainant will be provided with a written statement of the outcome of the complaint and of any appeals, including reasons for the outcome
- A full explanation in writing for decisions and actions taken as part of the process will be provided if so requested by the complainant or respondent
- The complainant is given appropriate access to records , whilst maintaining confidentiality
- Where the internal or external grievance handling or appeal process results in a decision that supports the complainant, Ballistic Training Solutions will immediately implement any decision and/or corrective and preventative action required and advise the complainant of the outcome
- There is no cost to the complainant to access this grievance procedure
- Costs of external appeals may apply
- Where BTS considers more than 60 calendar days may be required to process and finalise the complaint or appeal the complainant or appellant will be informed in writing with reasons why and kept updated with progress
- The complainant has the right to withdraw the complaint at any stage

Stage 1 – Formal Grievance

Formal grievances must be submitted in writing or using the Complaint and Appeals Form; and should be marked to the attention of the Operations Manager as follows:

Operations Manager

Ballistic Training Solutions

PO Box 7502 Sippy Downs Qld 4556

This form can be requested from Student Administration, or by emailing info@ballistic.edu.au

Receipt of the grievance will be acknowledged in writing. The grievance handling process will commence within 5 working days of receipt of the formal grievance and all reasonable measures will be taken to finalise the process as soon as practicable. The Operations Manager, or their nominee, will then, if necessary, seek to clarify the outcome that the complainant hopes to achieve.

Such clarification may be sought by written or verbal request or by a face-to-face interview with the complainant. When such clarification occurs in a face-to-face interview the complainant or respondent may ask for a third party to accompany them.

The Operations Manager, or their nominee, will then endeavour to resolve the grievance and will provide a written report to the complainant on the steps taken to address the grievance, including the reasons for the decision, within 10 working days of receipt of the formal grievance. The report will further advise the complainant of their right to access the internal appeals process if they are not satisfied with the outcome of their formal grievance.

Where the complainant is satisfied with the outcome the resolution will be implemented and the complaint/appeal closed.

Ballistic Training Solutions will review the complaint and a Continuous Improvement action raised for action where required.

Stage 2 – Internal Appeal

If a complainant is dissatisfied with the outcome of their formal grievance they may lodge an appeal with the CEO (who is senior to the original decision maker) within 20 working days of receiving notification of the outcome of their formal grievance. The CEO will appoint an appropriate person or committee to consult with the complainant and other relevant parties within 10 working days of receipt of notification of appeal against formal grievance.

Where possible such consultations should take the form of face-to-face interviews. The complainant or the respondent may ask another person to accompany them to these interviews.

Following the consultation, the CEO, or their nominee, will provide a written report to the complainant advising the further steps taken to address the grievance, including the reasons for the decision, within 10 working days of hearing the internal appeal. The report will further advise the complainant of their right to the external appeals process if they are not satisfied with the outcome of their internal appeal.

Where the complainant is satisfied with the outcome the internal appeal, any resolution will be implemented and the complaint/appeal closed.

Ballistic Training Solutions will review the complaint and a Continuous Improvement Notice raised for action where required.

Stage 3 – External Appeal

If the complainant is dissatisfied with the outcome of their appeal, they may lodge an external appeal to an independent Arbitrator appointed to conduct such an appeal within 20 working days of receiving notice of the outcome of their appeal.

Independent Arbitrator: Paul Scaysbrook – Independent Training Industry Specialist - +61419701404

Complainants who wish to lodge an external appeal must complete and lodge the required external appeal form/documentation which is available by contacting the Independent Arbitrator. There are no costs involved to students for the external appeal process.

Once an application has been made; the Independent Arbitrator will advise Ballistic Training Solutions of the external review application made by the complainant. Both the Complainant and Ballistic Training Solutions will be requested to provide documents including student files and records in support of the application within 14 days of receipt of notification of external appeal. The Independent Arbitrator will then consider the documents and make a determination which will be sent to both parties.

Turnaround time for an appeal is 4-6 weeks of lodgement.

Ballistic Training Solutions agrees to be bound by the Independent Arbitrator's recommendations and the CEO will ensure that such recommendations are implemented within 30 days of receipt of the report from the Independent Arbitrator.

Where the complainant is satisfied with the outcome of the external appeal, the resolution will be implemented and the complaint/appeal closed

Ballistic Training Solutions will review the complaint and a Continuous Improvement action raised for action where required.

Further Action

If a grievance still remains unresolved after the external appeal, the complainant may decide to refer the matter to Ballistic Training Solutions registering and governing body:

- Australian Skills Quality Authority (ASQA) and completing their online complaints form available at www.asqa.gov.au

At no time does this procedure replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this procedure limits the rights of individuals to take action under Australia's Consumer Protection Laws. Neither does this procedure circumscribe an individual's rights to pursue other legal remedies

Enrolment Status

Where a current student chooses to utilise this process, Ballistic Training Solutions ensure their enrolment status continues to be maintained whilst the grievance handling and appeals process is ongoing.

Record Keeping

A written record of all grievances handled under this procedure and their outcomes shall be maintained for a period of at least 5 years to allow all parties to the grievance appropriate access to these records. These records will be maintained in accordance with VET Regulator requirements under the Ballistic Training Solutions Record Keeping Policy.



Policy 16: Complaints Appeals & Grievances

Procedural Fairness / Natural Justice

Natural justice principles will be used to ensure procedural fairness.

All parties will be given the opportunity to present their case, be fully informed about allegations and decisions made and have the right to be represented by another person.

In addition, the decision maker must have no personal interest, beyond the scope of their role in this process and must be unbiased. In order to expedite the process, students shall not unduly interfere with the mediation agent or the procedure. Should interference by the student affect the normal process of events, BTS shall not be held responsible for the consequences.