



## APPEALS AND COMPLAINTS POLICY AND PROCEDURE

Barleys Traffic Management Training (TMT) is committed to providing a positive and inclusive learning environment. This Appeals and Complaints Policy is established to manage and respond to allegations involving the conduct of the Registered Training Organisation (RTO), its trainers, assessors, other staff, potential third parties providing services on the RTO's behalf, and students of the RTO.

### Internal Appeals and Complaints Handling Process

#### 1. Submission of Appeals/Complaints

Students are encouraged to liaise directly with their trainer/assessor to resolve appeals and complaints.

Should students wish to proceed formally, appeals/complaints should be submitted in writing to the Complaints Officer.

Complaints should include details of the alleged conduct and any supporting evidence.

Barleys TMT will always have appointed a designated Complaints Officer responsible for overseeing the complaints handling process.

The current Complaints Officer is Jamie-Lee Barley.

All appeals/complaints will be treated with confidentiality, and information will only be disclosed to those involved in the investigation.

#### 2. Acknowledgment:

Appeals/complaints will be acknowledged in writing within 5 working days of receipt.

#### 3. Investigation:

The Complaints Officer will conduct a fair and impartial investigation into the allegations.

All parties involved will be given an opportunity to present their side of the story.

#### 4. Resolution:

Barleys TMT will seek to resolve complaints promptly and fairly.

The resolution may include corrective actions, training, or other measures to address the issues raised. The aim is to take corrective action to deal with the identified causes of complaints.

### Appeals

If the complainant is not satisfied with the resolution, they may appeal the decision within 10 working days of receipt of the resolution.



## Records and Documentation

Barleys Traffic Management Training will maintain records of all complaints received and the actions taken to resolve them. See *QR0005 Master Register*.

## External Review

If the complainant is not satisfied with the internal resolution, they may seek external review from the National Training Hotline, telephone: 13 38 73, or the VRQA: <https://www.vrqa.vic.gov.au/complaints/Pages/making-a-complaint.aspx>.

## Contact Information

Contact details for the Complaints Officer and relevant regulatory bodies will be made available to all stakeholders.

Contact Information for the current Complaints Officer:

Jamie-Lee Barley

[jamie@barleys.net.au](mailto:jamie@barleys.net.au)

0478963206

By adhering to this Complaints Policy, Barleys Traffic Management Training aims to ensure transparency, fairness, and continuous improvement in addressing and resolving complaints related to the conduct of the RTO, its trainers, assessors, other staff, third parties providing services, and students.