

Are-Able education and Training complaints and appeals process

Complaints:

Before lodging a complaint, you are encouraged to try and settle any complaint directly with the person(s) concerned.

However, if talking directly to the person concerned does not assist the student or if such communication is not possible, then we welcome you to lodge a formal complaint. This must be done in writing to the relevant Are-Able Education and Training Manager in one of the following ways:

By mail marked 'Confidential' to: Are-Able Education and Training 52 Fairy Street, Warrnambool VIC 3280

By email marked 'Confidential' to: training@areable.org.au

Within five (5) working days the Are-Able Education and Training Manager will contact you to acknowledge receipt of your complaint. The Training Manager will conduct a formal investigation in relation to the complaint.

The investigation will offer you the right to be heard and may include interviews with other relevant persons and a review of documentation.

Should an outcome not be reached within sixty (60) days, the student will be provided with written reasons for the delay, and the expected timeframe for a decision. Are-Able Education and Training will keep the student up to date with progress.

We recognise the right of individuals to make a complaint against us directly to our governing body:

VRQA - Manager, Complaints Unit, VRQA, GPO Box 2317, Melbourne VIC 3001

Appeals

Should you be unsatisfied with the complaint process, or the complaint remains unresolved, the student has the right to appeal.

Appeals must be lodged within seven (7) working days of receiving notification of the outcome of the complaint.

you must set out the grounds of appeal, including any supporting evidence. You need to put appeals in writing and forward to the Are-Able Education and Training Director of People, Culture and Training for resolution, in one of the following ways:

- By mail marked 'Confidential' to: Are-Able Education and Training 52 Fairy Street, Warrnambool VIC 3280
- By email marked 'Confidential' to: hr@areable.org.au

Within (7) working days the Director will contact the student to acknowledge receipt of the written appeal.