



COMPLAINTS & APPEALS POLICY

COMPLAINTS

DEFINITION

Matrix Solutions International t/a ANZ Training defines a complaint as a formal expression of dissatisfaction that requires a formal response.

PURPOSE

The purpose of ANZ Training's formal complaints policy is to ensure that all complaints are reviewed thoroughly, fairly and wherever possible resolved to the complainant's satisfaction.

ANZ Training' GENERAL CUSTOMER FEEDBACK PROCESS

ANZ Training is committed to providing high quality training and assessment for its customers and continuously seeks opportunities to improve its services.

Constructive comments on where ANZ Training can improve its services are welcomed. ANZ Training asks customers at the end of a training course or examination to provide comments via a feedback form. The feedback form provides valuable information that enables ANZ Training to introduce improvements to all its training products and services. ANZ Training encourages its customers to provide honest feedback to enable the improvement processes to take place effectively.

ANZ Training COMPLAINTS PROCESS

Occasion may arise where a customer feels it is necessary to make a formal complaint about the training services provided by ANZ Training.

A formal complaint needs to be submitted separately from the general feedback process and not through the feedback form.

Customers wishing to submit a formal complaint should do so in writing via email or letter. ANZ Training asks for complaints to be in writing to ensure that all the relevant information is captured and the issue investigated properly.

ANZ Training will treat formal written complaints as a clear expression of dissatisfaction with its service which calls for a prompt and courteous response.



FORMAL COMPLAINTS PROCEDURE

Stage 1

In the first instance, if the issue cannot be resolved informally at the time, the complaint, should be submitted in writing, within 7 working days of the matter arising. The complaint should be addressed to the Centre Manager/ Director of Apprenticeship Delivery & Head of Teaching and Learning.

The written complaint should include:

- details of the issue leading to the complaint
- date(s) when the issue occurred
- venue/location
- complainants full name and contact details
- student ID
- details of the consequences resulting from the issue and the remedy being sought

The initial complaint will be acknowledged by ANZ Training within 4 working days of receipt and a full response will be provided within 15 working days.

Stage 2

If the initial response to the complaint is not regarded as satisfactory the next stage is to write to the ANZ Training Managing Director and ask for the complaint and the initial response to be reviewed. You can expect the Managing Director to acknowledge your request within 4 working days of receipt and a full response within 15 working days.

ANZ Training's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and may therefore require longer to be fully investigated. As a consequence timescales given for handling and responding to complaints are indicative.

If a matter requires more detailed investigation, an interim response will be sent describing what is being done to deal with the matter, and the revised timescales for when a full reply can be expected.

Final Stage

If the response from the Managing Director is not satisfactory, then there is the final option of escalating the complaint in writing to the Chair of the Board of Director.

Escalation should take place within 10 days of receiving the written response from ANZ Training's Managing Director and should state the reason for dissatisfaction with the decision made by the Managing Director.

The Chair of the Board of Director will normally respond within 10 working days to inform the complainant of the action which will be taken to investigate the complaint, and when the outcome of the investigation can be expected. This outcome will be the final decision by ANZ Training.



APPEALS

Introduction

ANZ Training recognises that there may be occasions when you want to have your exam results checked so we have created this policy to help you through the process. Please bear in mind that we will not accept appeals if the only grounds are that you are unhappy or disappointed with the result. In these circumstances we recommend that you speak to your trainer or Accredited Training Organisation (ATO) to get feedback on areas where you could improve.

When Can I Appeal?

All learners have the right to challenge the outcomes of their assessment decisions, if they consider the assessment has not been carried out properly. Learners might appeal on a variety of issues. These issues may include the following:-

- Conduct of the assessment
- Adequacy of the range, nature and comprehensiveness of the evidence when set against the national standards and evidence requirements
- The opportunities offered in order to demonstrate competence of attainment
- Access to assessment
- Process of assessment
- Access to Internal Verification
- The handling of an appeal
- Administrative issues e.g. failure to register/apply for certification

You may also appeal your results if you believe you underperformed due to:

A medical condition or some other event outside your control affecting your performance during the exam. (If you knew you were ill before you took the examination then this will not be accepted as an appeal). This will usually result in a free re-sit being offered.

Arrangements you requested for Reasonable Adjustments or Special Considerations; or errors with the question paper.

It will be the Accredited Training Organisation's responsibility to deal with any issues relating to the examination location, the suitability of the examination venue (lighting, temperature, noise etc.) or administrative issues that the ATO is responsible for such as course materials.

It is unlikely that ANZ Training will accept an appeal if the above concerns are raised with us because we are not responsible for these areas but we will liaise with the ATO to ensure that appropriate corrective action is taken.

You must appeal within 20 working days of publication of the results.