

## 50. Complaints and Appeals

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Prepared by

**Linfox Operational Training (Logistics) Pty Ltd**

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This document cannot be modified without the approval of the HR Senior Administrator.			

# Standard Operating Procedure



## DOCUMENT CONTROL MANAGEMENT

### Document Information

<b>Approved By:</b>	Manager, Operations Training	<b>Accountable Executive:</b>	Human Resources President
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### Document History

Version	Date Approved	Approved by	Description of Revision
19	08/10/2022	Greg Lipscombe	It was moved to the new template, and the hyperlinks were relinked.
20	18/11/2024	Manager, Operations Training	<ul style="list-style-type: none"><li>Added Google Reviews Section</li><li>Amended some of the wording</li><li>Updated the titles</li></ul>

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## 1 Purpose

This policy and procedure provide clear and practical guidelines to ensure that complaints and appeals received about Linfox Operational Training (LOT), from learners, trainers, team members, and/or third parties can be resolved with fairness, transparency and impartiality.

## 2 Scope and application

This complaints and appeals policy and procedure will manage allegations involving the conduct of:

- Linfox Operational Training (LOT) team members, including trainers, assessors, and administration team members.
- Stakeholders and managers.
- A third party providing services on the RTO's behalf, its trainers, assessors, or other team members.
- A learner of Linfox Operational Training.
- All Nationally Recognised and Linfox Operational Training programs.

Note: Additional VicRoads complaints processes are described in SOP 123.

## 3 Procedure

### 3.1 Commitment

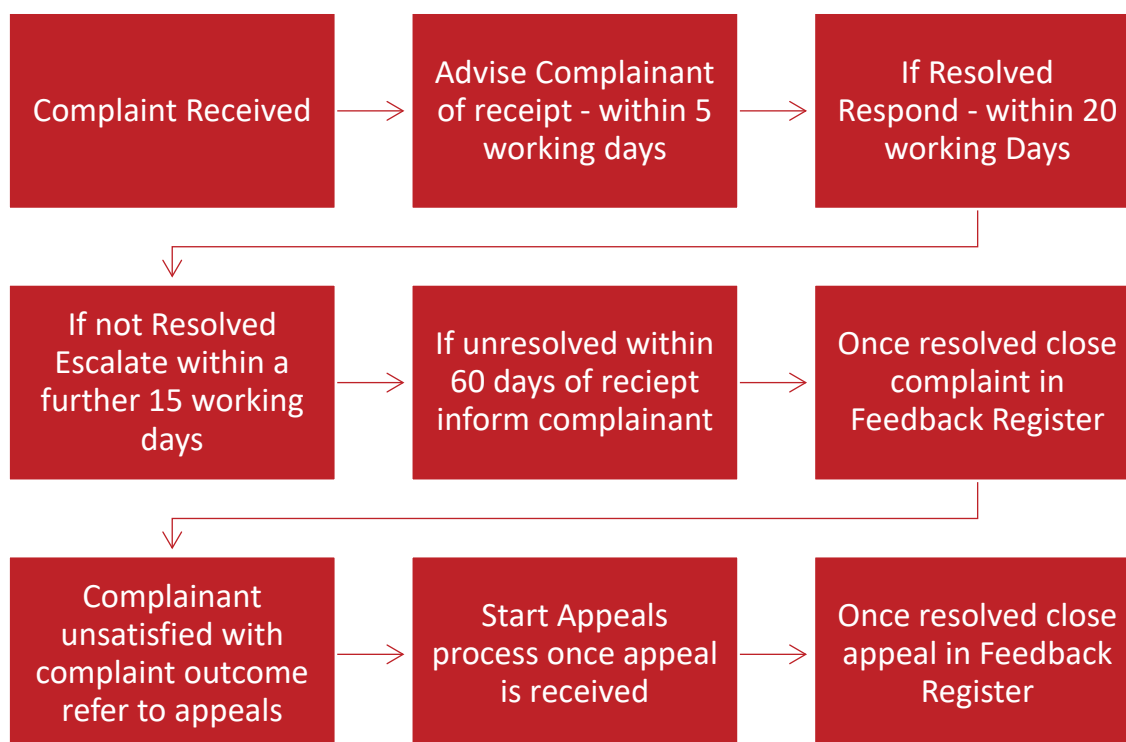
Linfox Operational Training will:

- Manage all complaints and appeals reasonably, equitably, and efficiently.
- Encourage the parties to approach the complaint or appeal with an open mind, and to resolve problems through discussion and conciliation.
- Seek to prevent complaints by ensuring high satisfaction levels with its training and assessment, its performance as an RTO, and its public image.
- If a complaint should arise, all team members are expected to be fair, courteous, and helpful in all dealings with the person making the complaint or lodging the appeal, and to assist or refer where they can.
- Where a complaint or appeal cannot be resolved through discussion and conciliation, Linfox Operational Training acknowledges the need for an appropriate external and independent person/party to mediate. The parties involved can formally present their case in an independent forum.
- Confidentiality will be maintained throughout the process of making and resolving complaints/appeals. Linfox Operational Training seeks to protect the rights and privacy of all involved and facilitate the return to a comfortable and productive learning environment.
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- Anyone undertaking training will be provided with the Learning Information Handbook.

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## 3.2 Dealing with complaints and appeals overview



## 3.3 Complaints and Appeals

Should a known person(s) have a complaint or appeal, the following steps are to be followed:

- 3.3.1 Verbal complaints will be redirected to the online web form Compliments and Complaints on the Linfox.com website. All written complaints received will be acknowledged with a written receipt within five working days and recorded in the Complaints and Compliments Register. LOT will strive to resolve all complaints within 20 working days.
- 3.3.2 If no resolution is reached, the complaint will be escalated to the next management level. Management will discuss the issue to seek a resolution and decide on an outcome within 15 working days. The Complaints and Compliments Register will document the complaint and the steps to resolve it. If the process takes over 60 days from receiving the complaint, the person will be notified in writing of the reason for the delay and informed of all progress. Once this process is complete, the complaint will be closed, and the outcome will be recorded in the Complaints and Compliments Register on SharePoint.
- 3.3.3 If the complainant is unsatisfied with the outcome of the complaint, they can file an appeal. The appeal must be in writing and sent via email. It must include the following:
- A description of why they are appealing.
  - A statement about whether the person wishes to present their case formally.
  - What they would like to happen to resolve the complaint and recommendations on preventing it from happening again.

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All written appeals received will be acknowledged with a written receipt within five working days and recorded in the Complaints and Compliments Register.

3.3.4 The responsible Training Manager will provide a response/resolution that must be presented to the complainant within 20 business days.

The Training Manager will:

- undertake a preliminary inquiry to determine the nature of the complaint and appeal
- inform other relevant parties (if necessary)
- provide all parties an opportunity to present their case (with a support person and/or parent/guardian if a complainant is under 18 years of age)
- discuss with the parties any resolution and any arrangements required by the RTO
- record the outcome of the discussion on the Complaints and Compliments Register
- provide the outcome in writing to the person (and other parties if relevant)
- provide a written statement of the outcomes to the complainant, including reasons for the decision, and close the appeal on the Complaints and Compliments Register.

If the process takes longer than 60 days from the receipt of the appeal, the person will be notified in writing of the reason for the delay and informed of all progress.

3.3.5 If the appeal is still unresolved to the complainant's satisfaction, the complainant can arrange for an independent party to resolve the issue. Any costs involved in this process will be outlined, and Linfox will not incur any costs.

If the complainant is still unhappy with the independent party's outcome, they may take their complaint to the relevant regulator. A person may also ask for help with a VET-related complaint to the following agencies:

- Anti-Discrimination Board (in their respective State or Territory) - who will investigate and conciliate complaints of discrimination.
- Australian Human Rights Commission – investigates and conciliates complaints about discrimination because of age, race, sex, or disability and other human rights.

3.3.6 From any substantiated complaints and appeals, the causes will be reviewed as part of the RTO's continuous improvement processes, and appropriate corrective action will be taken to prevent or reduce the likelihood of reoccurrence. Actions will be recorded on the CAR/SFI register.

Multiple complaints of the same nature and recurring complaints received after corrective action has been taken are to be escalated to the Manager, Operations Training. Any complaint related to illegal activity, such as theft, assault etc, will be immediately referred to the appropriate authority.

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## 3.4 Anonymous Complaints

Anonymous complaints from Linfox employees or general members of the public can be communicated to Linfox Operational Training by completing the online web form found on the Linfox.com website. Name and contact details are only required when a response is required.

Once the form is completed, an email will be sent to the LOT management team, , informing them of the complaint. The appropriate training manager will discuss the issue with the relevant parties to seek a resolution and determine an outcome. The Complaints and Compliments Register will be updated with the complaint details, discussions, and steps taken toward the outcome.

## 3.5 Google Reviews

A Google review is a system that allows Linfox employees or general members of the public to rate the service of LOT through a star rating program. All negative reviews with a star rating of 1 or 2 will be considered complaints, and the responsible training manager will be informed. The training manager will discuss the issue with the relevant parties to seek a resolution and determine an outcome. The Complaints and Compliments Register will be updated with the complaint details, discussions, and steps taken toward the outcome.

## 3.6 Assessment/RPL Appeals

Appeals about assessment outcomes or the RPL process must be documented, and a copy of all supporting case evidence must be sent to the responsible training manager, within 60 days of the original assessment.

They will determine the outcome of the appeal which may result in the following:

- i) no change to the assessment outcome
- ii) where substantiated, the outcome of the assessment will be changed.
- iii) where practicable, a second assessment is to be undertaken independently of the original assessor. Linfox Operational Training will consider the result of this second assessment final; however, if the client is still not satisfied with the outcome, they will be provided with the name of an appropriate authority that they may approach for further advice.

## 4 Reporting breaches of this procedure

All breaches of this procedure must be reported to Manager Operations Training, They will approve the final determination of the measures required to remedy a non-compliance.

## 5 Responsibilities of this procedure

### 5.1 Procedure management

The Manager, Operations Training is vested with approval of this procedure. They shall ensure that this policy and procedure conform to company and legislative standards.

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Reviews of this procedure are the responsibility of the LOT management team and will be conducted every two years.

## 5.2 Policy implementation

This policy and procedure apply to all managers interacting with and supporting Linfox Operational Training's strategic direction, The responsible manager shall ensure that this policy and procedure conforms to company, licensing authorities, ISO9001:2015, and regulator standards.

## 6 Waivers of this policy

Waivers of this procedure will only be granted in exceptional circumstances by the Manager, Operations Training.

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## 7 Definition

This table defines the terms used throughout this procedure.

Term	Definition
<b>Complaint</b>	is any expression of dissatisfaction with an action or service supplied by the RTO.
<b>Appeal</b>	is where a learner, team member or stakeholder of Linfox Operational Training or another interested party disputes a decision arising from a complaint, an assessment decision, or another decision made by the RTO. Complaints and appeals can arise from matters of concern relating to: <ul style="list-style-type: none"> <li>• training delivery and assessment</li> <li>• the quality of the training</li> <li>• student support</li> <li>• materials</li> <li>• discrimination</li> <li>• harassment and inappropriate behaviour</li> </ul>
<b>Natural Justice</b>	is concerned with ensuring procedural fairness. It involves: <ul style="list-style-type: none"> <li>• decisions and processes free from bias</li> <li>• all parties have the right to be heard</li> <li>• all parties have a right to know how and of what, they are involved with or have been accused of</li> <li>• investigating a matter appropriately before a decision is made</li> <li>• all parties being told the decision and the reasons for the decision</li> </ul>
<b>Person</b>	is someone making the complaint (complainant or appellant) and can be an individual, a group or an entity/organisation.

## 8 References

### 8.1 Policies

- Standards for RTOs 2015 – Standard Six: Manage complaints and appeals
- ISO9001:2015 – Quality Management System Requirements (clause 10.2.1)
- Linfox Policy and Procedures – LIN0058 External Compliments and Complaint Management