

Policy

Response Learning Pty Ltd (RL) is committed to implementing a fair and transparent complaints and appeals process which is accessible to anyone who wishes to access it.

Complaints

RL provides a process that allows for complaints to be made against the actions of the RL Company, a staff member including our Training and Assessment staff, or any other person or party who holds an association with RL.

Appeals

RL provides a process to appeal against any decision made by RL staff or any other person or party who holds an association with RL. These decisions may be (but are not limited to) decisions on fees and refunds, assessment results, disciplinary, or any other decision.

Process

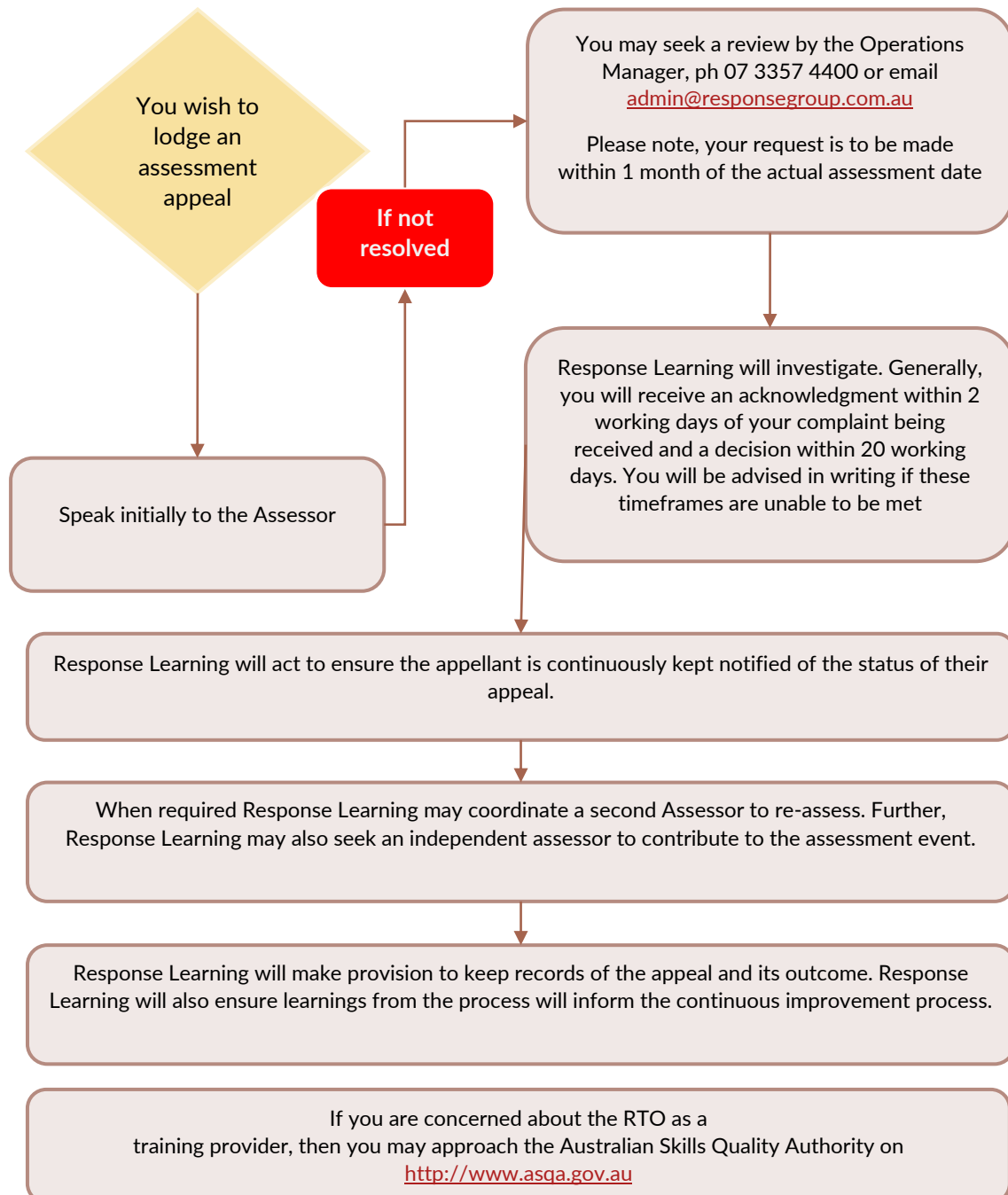
Response Learning is committed to its clients and students feeling confident that they are being treated fairly by:

1. providing information on the process publicly through the website
2. providing clear information in a timely way about how to complain or appeal,
3. providing adequate opportunity for complainants to present their case,
4. providing access to an independent arbiter if this is needed,
5. providing clear information on the outcomes of the complaint or appeal, and
6. resolving complaints and appeals within realistic and fair timelines

Definitions

Academic Appeal	Any appeal relating to an academic matter, such as attendance, grades, intervention strategy, academic misconduct, etc.
Appeal	A formal request for a change in or confirmation of a decision.
Appellant	The person making the appeal.
Complaint	An expression of dissatisfaction with the delivery of academic or non-academic, administrative or support services.
Complainant	The person making the complaint.
Feedback	Information about reactions to a product, a service, a person's performance of a task, etc., is used as a basis for improvement.
Respondent	The person the complaint is in regard to.

The Assessment Appeal Process



If you have another type of appeal, please contact the RTO Manager ph 07 3357 4400 or email admin@responsegroup.com.au

The Complaint Process

