

5 STAR ONLINE TRAINING Complaints and Appeals Policy

5 STAR ONLINE TRAINING's commitment to service is backed by our professional team dedicated to providing excellent service to both students and clients. Our aim is to continuously improve our service and will make every effort to take on board any feedback we receive in order to achieve this. Therefore, we welcome and encourage feedback from our students, employers, members of the community, stakeholders, contractors and our staff.

Our commitment

- We will treat your complaint or appeal in a fair, constructive and timely manner
- We will handle your complaint or appeal professionally and confidentially
- We will attempt to satisfy all parties with a resolution to a complaint or appeal.

Definitions

- **Appeal** – An appeal is a request to have any decision made by 5 STAR ONLINE TRAINING re-evaluated if you don't agree with it. Examples are assessment scores or marking decisions or an enrolment or refund decision. These appeals are expressed to us over the phone or via email support ticket raised by the complainant.
- **General support complaint** – this is an expression of dissatisfaction with an action, product or service or it may be in regard to problems accessing or completing training on our platform. Complaints may be received from students, employers, stakeholders and representatives of RTO or other clients. These complaints are expressed to us over the phone or via email support ticket raised by the complainant.
- **Formal complaint** – this can be a general complaint that is escalated by the complainant or by 5 STAR ONLINE TRAINING. It can also relate to any other issue not related to general support that would be reported to the applicable client, other stakeholders or State and National Governing bodies.

How complaints and appeals are handled

1. All general support complaints will be handled in a timely and professional manner when received by our support staff. Every effort will be made to solve any issues and bring about a resolution at the time the complaint is received.
2. If a satisfactory resolution to a training or delivery issue cannot be found, we will offer the student a full refund.
3. If a formal complaint is received either in writing or a general support complaint is escalated by either party, it will be directly addressed by management.
4. Management will acknowledge and record details of the complaint in the Complaints Register and instigate an investigation.
5. If the complaint relates to a client details will be reported fully to the RTO client and 5 STAR ONLINE TRAINING will follow the complaints procedure of the client.
6. Once an outcome has been reached, management will record the details of the outcome in the Complaints Register and notify all parties of the outcome within 7 days of any decision being reached.

How do I lodge a complaint/appeal?

If you have a concern, or are unhappy with our service, please talk directly with the person involved and try to resolve it verbally.
If no resolution is reached, you can speak with a manager.
To speak to us please ring us on 1300 496 337 – and leave a message asking for a call back
If there is still no resolution, the student can lodge a written complaint.



To lodge a complaint in writing either complete the Complaints and Appeals Submission Form attached or send us an email or letter attention to our Compliance Manager either via:

- email: info@5staronlinetraining.com.au
- post: PO Box 519, Healesville, VIC, 3777

The below details should be included with your submission:

- description of the complaint or appeal
- state whether they wish to formally present their case
- steps taken to deal with the complaint or appeal
- what they would like to happen to fix the problem and prevent it from happening again



If the complaint or appeal is not dealt with to your satisfaction, you may bring it to the attention of the CEO who will either deal with the issue personally or arrange for it to be dealt with by a management representative. This process will commence within 48 hours from the time the CEO receives written notification from you about your dissatisfaction to the response received from earlier efforts. A response/resolution will be presented within 30 days.



You may appeal against the decision/resolution by contacting us if you disagree with the decision.



Should the issue still not be resolved to your satisfaction, 5 Star Online Training will make arrangements for an independent third party to resolve the issue. You will be given the opportunity to formally present your case. The time frame for this process may vary but should take no longer than 14 days.



If you are still not happy with external mediation, you may take your complaint to the VET Regulator.



All documentation relating to complaints or appeals will be archived for audit purposes.