



Thomson Bridge Pty Ltd

Student Complaints and Appeals Policy

RTO No. 40754



Refer to: RTO and Compliance Manager
Thomson Bridge Pty Ltd
Ground Floor, 1330 Ferntree Gully Road
Scoresby 3179 Victoria, Australia
ABN 83 161 836 513
RTO No. 4075
Tel 1300 15 66 85
www.thomsonbridge.com

DOCUMENT RELEASE

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1 Introduction

Thomson Bridge powered by RelyOn Nutec (“Thomson Bridge” or the “Company”) aims to provide an effective—and acceptable procedure for students to bring complaints and appeals to the attention of the Company. Thomson Bridge is a registered training organisation (RTO) operating under the Standards for RTO 2015 and National Vocational Education and Training Regulator Act.

It is the policy of our Company to ensure students study in a friendly environment, free from any forms of coercion, unfair treatment, discrimination, victimisation, harassment or bullying.

All complaints and appeals by a student will be handled professionally and confidentially, with the aim of achieving a satisfactory resolution as soon as practicable.

In accordance with access and equity principles this policy is available to all our corporate clients and our students.

2 Responsibilities of Staff

Thomson Bridge’s staff are responsible for responding to student complaints in an appropriate and timely manner. They also have the responsibility of ensuring that students involved in the complaint and appeals process understand their rights and responsibilities in relation to this policy.

The staff member charged with conducting the Complaints and Appeals process must ensure that all determinations are actioned and outcomes clearly documented in a Complaints and Appeals report.

3 Internal complaints and appeals process

The Company has a two-step internal complaints and appeals process as follows:

Step 1 involves an *informal internal stage* to resolve complaints or appeals.

Step 2 involves a *formal internal stage*, which requires a complaint or appeal to be made in writing and formally lodged with the Company. The Company will undertake an investigation of the complaint or review the decision subject to appeal and a written report of the outcome of the investigation or appeal will be prepared.

Steps 1 to 2 are discussed in detail below.

The Company’s internal complaints and appeals process is provided at no cost to the student. Complaints may relate to marketing, enrolment, training, issuing certificates or other RTO relevant operations of the Company. Appeals may relate to assessment practices and decisions.

Step 1 – Informal Internal Stage

Students are encouraged to attempt informal resolution of any complaint or appeal they may have by directly talking to a Thomson Bridge staff member. If you are dissatisfied with the outcome of the complaint or appeal to the staff member, or it is outside the accountability of the staff member, you may then take the matter to a member of the Executive Team who will listen and discuss the matter and recommend a course of action.

If you continue to be dissatisfied with the outcome, you may initiate a formal complaint or appeal under the Complaints and Appeals Process set out in Step 2 below. Formal Complaints and Appeals Version 1.4 dated 08/04/24 “Uncontrolled Copy When Printed”

should be lodged in writing (using the Complaints and Appeals Form), within 14 days of the event or issue to which the complaint pertains.

Step 2 – Formal Internal Stage

The procedure in Step 2 should only be used after you have, where possible, attempted to resolve your matter informally and may be used where you have a complaint regarding any matter concerning the Company, or a staff member or where you are appealing an assessment outcome.

NOTE: All complaints and appeals must be submitted in writing on the **Complaints and Appeals Form**, which is available upon request. When completing the Complaints and Appeals Form, you should provide a detailed report of your complaint or appeal and if necessary attach any documentation you believe to be relevant. Your completed Complaints and Appeals Form must be submitted to our office marked to the attention of the Head of Client and Corporate Services.

Investigation of your complaint or appeal

The Company will commence an investigation of your complaint or appeal as soon as possible but no later than 10 days of receipt of your completed Complaints and Appeals Form.

As part of the Company's investigation, you will be given an opportunity to present your complaint or appeal at a formal meeting. You may invite a support person to accompany and assist you in the meeting. It may also be appropriate to inform your Employer. You may also be asked to provide relevant supporting documentation.

Finalisation of complaints and appeals

The Company will finalise the Complaint and Appeals Process as soon as practicable. The Company will communicate the outcome of the investigation of your complaint or appeal and a written report of the outcome, including the reasons for the outcome, will be provided to you. Where a complaint will take longer than 60 days to process you will be advised in writing and then updated regularly (at least every 5 working days).

4 Formal external complaints and appeals process

Students who are not satisfied with the result or conduct of the Company's internal complaints process on receipt of a formal complaint response may request the Company to convene a panel to hear the complaint which will include representatives of the teaching staff, an independent person (suitably qualified to opine on the issue) and possibly a representative from your Employer.

- You, the complainant, shall be given an opportunity to present his/her case to the committee. The relevant staff member shall be given an opportunity to present his/her case to the committee;
- the complaint committee will make a decision on the complaint; and
- the complaint committee will communicate its decision on the complaint to all parties in writing within 5 working days of making its decision.

5 Complaints to ASQA

If you are still not satisfied with the resolution of the complaint after following the above complaints procedure, you may contact ASQA and lodge a complaint. Please refer to the ASQA web site at [Complaints | Australian Skills Quality Authority \(ASQA\)](https://www.asqa.gov.au/complaints) <https://www.asqa.gov.au/complaints>.