




## RTO Complaints and Academic Appeals Policy

DATE ISSUED 29 <sup>th</sup> January 2016	EFFECTIVE DATE 29 <sup>th</sup> January 2016	SUPERSEDES 26 <sup>th</sup> March 2015
APPROVED:	 Managing Director	 Chief People Officer

## 1. POLICY

Kentucky Fried Chicken Pty Ltd (KFC) will make every effort to ensure that all complaints and appeals relating to our Registered Training Organisation programs are resolved swiftly and in accordance with Standard 6 of the Standards for RTO's 2015.

The National RTO Manager (NRTOM) together with the Human Resources and Development Manager (HRDM) is the person nominated to ensure resolution of all complaints or appeals between an Assessor and a Trainee. The NRTOM is appointed at the Consumer Protection Officer for the KFC RTO.

If the complaint or appeal cannot be resolved at this level, the parties may choose to solicit the services of a Training Consultant from the Apprenticeship Network Provider (ANP).

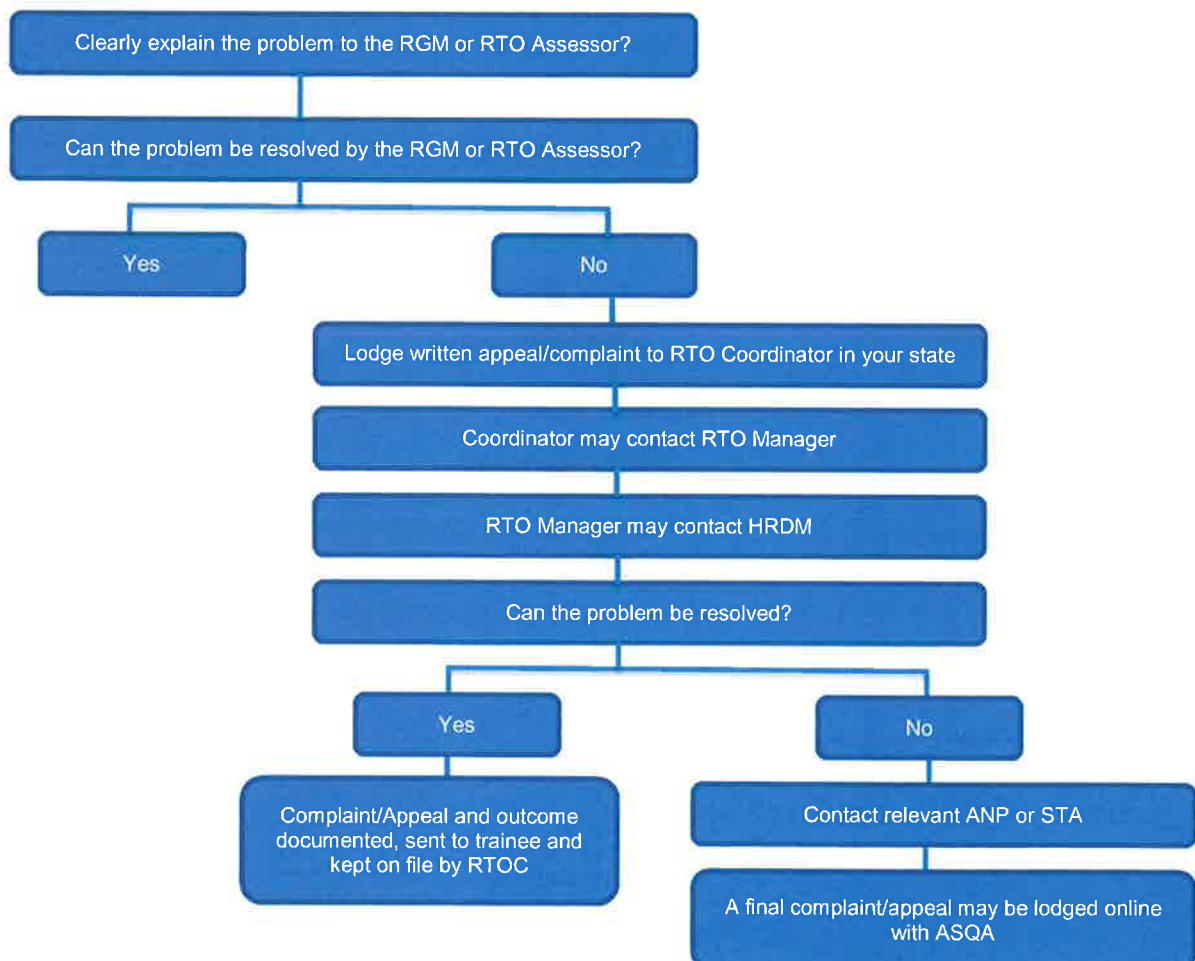
In the event that a complaint or appeal cannot be resolved, any party will be advised to refer the matter to the relevant State Training Authority (STA).

Where a complaint cannot be resolved satisfactorily after following the KFC Complaint procedure a student may lodge an online complaint to (ASQA). Full details are available at [www.asqa.gov.au/complaints/complaints](http://www.asqa.gov.au/complaints/complaints).

The People Capability Director will be responsible for updating this Policy and the associated procedures. The HRDM will oversee the implementation in field RTO Operations.

In the case of an appeal KFC will supply the trainee with a written statement of the outcome.

## 2. PROCEDURE



The KFC RTO Complaints and Academic Appeals Policy is designed to resolve complaints and appeals between Trainees, Assessors and other interested parties in the process of delivering training, the conduct or outcome of assessments.

If a Trainee has a complaint regarding assessment or training relating to their traineeship the complaint must be lodged within 3 months of the matter occurring.

The RTO Complaints and Academic Appeals Policy does not replace the KFC Restaurants standard Grievance Policy or Process, but complements it with a specific course of action to be taken when the complaint or appeal is related to KFC RTO training or assessment.

**Examples of Complaints or Appeals covered by this Policy include:**

- Complaints by trainees in regard to the conduct of training or assessment and the outcome of an assessment.
- Complaints by trainees in regard to conduct of classroom training, on the job learning or assessment by Assessors.
- Complaints about access to training records or issuance of Certificates/ Statements of Attainment.
- Complaints relating to training standards varying between stores.

**Examples of Complaints or Appeals NOT covered by this Policy include:**

- Complaints related to salary review or pay rates
- Complaints related to performance management.

