1. Purpose
Confirm BCA National Training Groups (BCA National) commitment and undertakings to all stakeholders in the management of complaints and appeals.

2. Definitions
BCA National defines a complaint as an expression of dissatisfaction with any aspect of the service or training we have provided. It is distinct from feedback where a client, student or other person or agency gives advice or comment on what the organisation does or the service delivered.

Appeals are regarded as a formal request for a change in or a confirmation of a decision. Appeals can be made in regards to an assessment decision or in regards to the initial outcome of a complaint.

3. Policy Statement
BCA National has a commitment to excellence however on occasion complaints and appeals will occur. BCA National views complaints and appeals as an opportunity to improve the organisation, its processes and materials.

Any person or organisation who feels dissatisfied with their learning experience, or with a decision or assessment outcome, has the right to access the complaints and appeals policy and process. Any person or company making a complaint or lodging an appeal will be treated in a respectful manner by any and all staff involved. The objective performance indicators are

1. That the appeal is resolved quickly, objectively and to the client’s satisfaction with the process.
2. The organisation learns from the experience and carries through the process to continuous improvement.

All complaints and appeals:

- Will be treated in a fair, efficient and timely manner.
- Will be treated confidentially
- Will ensure that the views of each complainant and respondent are respected and that any party to a complaint or appeal is not discriminated against nor victimised
- Will be documented
- Where possible will be escalated to a higher level if the complainant is not satisfied with the outcome.
- BCA National will respond to any formal complaint and / or appeal in writing.
- BCA National will acknowledge receipt of a formal complaint within 5 working days and will respond to the complaint or appeal within 10 working days. In the event a decision will take longer than this, the complainant will be notified in writing.
If the student or client is lodging an appeal, they have 20 working days to activate the appeals process.

- Persons lodging a complaint are able to have a support person present at any face to face meetings.
- Complaints and appeals are free of charge or at minimal cost to students.

As a result of a complaint or appeal, BCA National will review the service or process with a view to implementing changes to reduce the risk or eliminate recurrence of the complaint or appeal.

**Smart and Skilled consumer protection**

Consumers play an important role in promoting quality training. The Smart and Skilled Quality Framework includes measures for students and potential students (consumers) to ensure that they are well informed of their rights and given a clear avenue for complaint. Information on consumer rights and obligations relation to Smart and Skilled is available on the Smart and Skilled website [https://smartandskilled.nsw.gov.au/](https://smartandskilled.nsw.gov.au/) Consumers may also make enquiries to the Customer Support Centre.

Consumers must first make their complaint to the Registered Training Organisation. BCA National will follow our complaints and appeals process as outlined above in all instances a complaint is made by a Smart and Skilled consumer and have identified the National Training Manager as the dedicated consumer protection officer (rachel.burke@bcanational.com 1300 69 35 65).

Students are required to sign a Learner Agreement prior to their first training session which outlines consumer rights and obligations and BCA National’s obligations in relation to consumer protection.

A documented consumer protection system is available on our website as per our complaints and appeals processes documents.

### 4. Legislation

Legislation which applies to this policy:

1. Standards for Registered Training Organisations 2015
2. Competition and Consumer Act 2010 (Formerly the Trade Practices Act 1974)

### 5. Contact details

Should you wish to make a complaint or appeal you should contact your designated Training Coordinator, named in your Introductory Course Material, or a BCA National representative in the first instance. BCA National representatives can be contacted at:

**Sydney Office**
Level 2, Tablet House 60 Bowman Street (PO Box 568) Pyrmont NSW 2009
T + 61 2 9555 4188
1300 69 35 65
F + 61 2 9555 7374

**Darwin Office**
37 Gregory St. Parap NT 0820
PO Box 91 Parap NT 0804
PH +61 8 8942 3580
F + 61 2 9555 7374

Alternatively you can email a member of the training team firstname.lastname@bcanational.com.
6. Responsibility

- Training Coordinator
- State Training Manager
- National Training Manager (consumer protection officer for Smart and Skilled)
- Trainers/assessors
- CEO / COO
- External independent party (LEADR)
- Australian Skills Quality Authority
- Compliance Manager

7. Related documents

- Student complaint and appeal process P0017
- Student assessment appeal process P0018
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<th>Justine Steward</th>
<th>Date: 18/08/2015</th>
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<td>Bruce Callaghan</td>
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<td><strong>Entered in policy register by</strong></td>
<td>Skye Squires</td>
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