

## 1. Preliminary Information

### Intent

The Civil Contractors Federation SA Branch (CCF SA) is committed to providing its learners, staff, and stakeholders with a fair and equitable environment in which to study and work by ensuring that complaints and appeals are always managed transparently.

For purpose of this document, the term 'stakeholders' encompasses internal and external clients including but not limited to:

- Learners
- Members
- Non-Members
- Industry representatives

### Purpose

The purpose of this document is to clarify how:

- to lodge a complaint involving the conduct of CCF SA, its trainers, assessors or other employees, a third-party providing services on CCF SA's behalf, its trainers, assessors or other employees, or a learner of CCF SA;
- to appeal or request a review of decisions, including assessment decisions, made by CCF SA or a third-party providing services on CCF SA's behalf;
- complaints and appeals will be handled;
- we provide direction as to the responsibility and way each employee, contractor is to conduct themselves.

### Scope

This document is applicable to all CCF SA employees and contractors, learners and third parties providing services on CCF SA's behalf.

CCF SA (RTO: 45621) represents the trading names of:

- Civil Train South Australia
- Civil Train SA
- Civil Train Western Australia

### Definitions

**Complaint** means a dissatisfaction or concern relating (but not limited) to:

- Course advice and enrolment
- Suspension/cancellation of enrolment
- Program delivery
- Marketing and promotional activity
- Personal safety
- Customer service and administration
- Issue of results, certificate, statement of attainment
- Learning resources, Fees and charges
- Equity and access, discrimination, harassment, and bullying.

**Trainer/Assessor** is the staff member appointed by the Director – Training and Training to provide training delivery support with any questions or concerns or challenges learners face during training delivery.

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**Appeal** means a request for the review of a decision regarding:

- Assessment process and decision
- Learner progress and academic progress decision
- Any disputed decision e.g. regarding administrative decision or refund decision.

**Appellant** means a CCF SA learner, contractor or third party who lodged an appeal.

**Complainant** means a CCF SA learner, contractor or third party that lodged a complaint.

**Informal Complaint** is a concern raised verbally or in writing without following a formal procedure. It's usually addressed through direct conversation or informal communication, aiming for a quick and amicable resolution.

**Formal Complaint** is a grievance submitted in writing following a specific process. It involves a structured procedure for investigation and resolution, ensuring the issue is officially documented and reviewed.

## 2. Procedures Guiding Principles

The following principles will be followed at every stage of the complaint and appeal process:

### **Confidentiality:**

Only the people directly involved in making or investigating a complaint will have access to information about the complaint.

### **Natural Justice and Procedural Fairness:**

- Provide opportunities to all parties to detail their version of the event/s or actions/s that have caused the complaint or appeal.
- No assumptions will be made, and no action will be taken until all relevant information has been collected and considered.
- Each complainant or party lodging an appeal may be accompanied and/or assisted by a support person throughout the process and will be treated in a fair and equitable manner at all times;
- Use of support person by the complainant or appellant is at the complainant or appellant's cost, should a cost be incurred.
- If the complaint or appeal process involves a learner under 18 years old, the staff member must advise the compliance department immediately.
- No action will be taken against anyone for lodging a complaint or appeal or assisting someone to lodge or manage a complaint or appeal.
- No action will be taken against anyone for complying with Mandated Notification requirements.
- Management will take all necessary steps to ensure that victimisation does not occur against anyone who lodges or is involved in a complaint or appeal.
- Any person who has an allegation made against them as part of a complaint or appeal, will have the right to reply.

### **Transparency and Timing:**

- All complaints and appeals will be dealt with as quickly and transparently as possible.
- All complaints, appeals and outcomes are documented in the Complaints and Appeals Register and a note made in the learner's file by the compliance department.

### 3. Informal Procedure

- Prior to initiating a formal complaint or appeal process, the complainant is recommended to raise their concern and/or request verbally or in writing; and
- resolve their concern directly through non-formal attempts, including but not limited to advice, discussions, and general mediation.

Learners are expected to discuss their concern with their trainer/assessor.

Once the learner and trainer/assessor or appropriate delegate have discussed their concerns verbally or by writing and a resolution has been agreed, an email is sent to compliance for the register.

If the matter cannot be resolved directly by the parties involved, the formal complaint or appeal procedure will take place.

### 4. Formal Procedure

#### Stage One- Lodgement

A formal complaint or appeal may be lodged by completing and submitting a FOR\_007 Complaints and Appeals Report Form. The completed and signed form is lodged to:

Civil Train Compliance  
[compliance@ccfsa.com.au](mailto:compliance@ccfsa.com.au)

The form can be submitted in person, it can be completed over the phone by a CCF SA representative on the complainant's behalf, or completed electronically and lodged by email to the email address stated above.

The FOR\_007 Complaints and Appeals Report Form can be sent to the complainant or appellant on request.

The Compliance department will acknowledge, in writing, receipt of the complaint or appeal as soon as practicable (but no longer than two working days) and indicate the anticipated investigation period (up to 20 working days).

If CCF SA considers more than 20 working days are required to process and finalise the complaint or appeal, the Compliance department will:

- Inform the complainant or appellant in writing, including the reasons why more than 20 working days are required, and
- Regularly update the complainant or appellant on the progress of the matter.

#### Stage Two - Investigation

##### Complaint

The compliance department will notify all training and assessment related complaints to the General Manager, Industry Development and Training who will investigate the complaint. If there is a conflict of interest, the appropriate personnel will investigate the complaint.

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As part of the investigation, the Compliance department may be involved with interviewing the individuals involved in the complaint.

Where a complaint is made against an individual (i.e. staff member or learner), that person will be fully informed of the allegations made against them and be provided with a right to reply. Learners and staff members have the right to be accompanied or represented by a third person such as a family member, friend, counsellor, or professional support person.

This has already been mentioned. This has already been identified.

A complainant has the right to withdraw their complaint at any time (in writing).

### **Appeal**

Where an appeal against an assessment decision has been lodged, the compliance department will notify the Lead Facilitator, Stakeholder Engagement or Lead Facilitator, Technical Manager, who will investigate and meet with both the assessor and the appellant. If there is a conflict of interest, the General Manager, Industry Development and Training will investigate the appeal.

Learners will have the right to be accompanied or represented by a third person such as a family member, friend, counsellor, or professional support person.

An appellant has the right to withdraw their appeal at any time (in writing).

### **Stage Three - Determination**

Upon conclusion of the investigation (complaint or appeal), the responsible investigation personnel will notify the-Compliance department on the proposed resolution.

In case of an appeal, the Lead Facilitator will determine if:

- the appellant should be reassessed by an alternate assessor;
- the original decision is correct and will stand;
- an adjustment to the original decision is warranted.

The Compliance department will communicate in writing the resolution to all parties involved in the complaint or appeal process within 20 working days of the formal complaint or appeal receipt.

If the complainant or appellant is dissatisfied with the outcome and fails to respond within 5 working days, the application will be closed and logged in the Complaints and Appeals register.

### **Stage Four – Internal Review of the Determination**

If the complainant or appellant remains dissatisfied with the process or the determination, they can appeal and request a review of the decision from the General Manager, Industry Development and Training or, where there is a conflict of interest, the Chief Executive Officer (CEO).

The General Manager, Industry Development and Training (or the CEO) will review all complaint/appeal documentation/information and notify their decision in writing within 5 working days of receipt of referral.

An appeal against, or request to review a decision/determination must be made within 30 days of the notification of the original decision.

### Stage Five – External Review of the Determination

If the complainant or appellant is not satisfied with the outcome of the internal review, they may request that the matter is reviewed via an external dispute resolution process, by an external mediator. The learner is required to notify Civil Train if they wish to proceed with the external appeals process.

Where Civil Train is informed that the learner has accessed external appeals processes, Civil Train will:

- maintain a student's enrolment until the external appeals process is finalised.
- Comply with the findings of the external appeals process.
- Where a decision or outcome is in favour of the complainant, Civil Train shall follow the required recommendation from the relevant external appeals organisation to satisfy the learners grievance as soon as practicable. The decision of the independent mediator is final and any further action the learner wishes to take is outside Civil Trains policies and procedures.
- All records and correspondence in relation to an external appeal shall be maintained with the initial complaint and internal appeal documentation within the Complaints and Appeals Register and the learner file on the Student Management System.

### South Australian Skills Commission

Phone: 1800 006 488 Email: [skillscommission@sa.gov.au](mailto:skillscommission@sa.gov.au)  
Office address: Level 3, 11 Waymouth Street, Adelaide SA 5000  
Postal address: GPO Box 320, Adelaide SA 5001  
Office hours are 9.00am to 5.00pm Monday to Friday, excluding public holidays.

### National Training Complaints Hotline

If you have a complaint relating to your experiences whilst undertaking training in the vocational education and training (VET) sector, the National Training Complaints Hotline can refer your complaint to the most appropriate authority to have your complaint considered.

You can lodge a complaint by calling the student enquiry line 13 38 73 or by completing the [complaints form](#).

### Australian Skills Quality Authority (ASQA)

If, after CCF SA's internal complaints and appeals processes have been exhausted, the complainant or appellant is still not satisfied with the determination of the external mediator, they may submit a complaint to ASQA by completing the online complaint form. ASQA is not able to act as the independent third party for reviewing complaints. Submit the complaint through [asqaconnect](#).

ASQA Contact Number: 1300 701 801 ASQA Website: <https://www.asqa.gov.au>