Complaints and Appeals Policy and Procedure

Policy Objective

This policy aims to ensure that **KnowledgeSpace** manages and responds to complaints or appeals in a fair, safe, supportive, and productive environment consistent with the principles of procedural fairness and natural justice.

Fairness and natural justice

Complaints and appeals must be investigated and dealt with by an employee who is independent of the complaint or appeal. All persons must act in good faith, seek to achieve an amicable resolution, and be provided with the opportunity to respond to complaints or appeals. All persons may nominate a support person or advocate during any stage of the process. The support person or advocate may only speak when requested by the person directly involved in the complaint or appeal process.

Privacy and confidentiality must be maintained except where the release of information is required by law. If the Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint or appeal all persons will be informed in writing stating the reasons why and all persons will be provided with a status or progress report at least once per month in writing.

Reasons for complaints and appeals

Reasons for complaints or appeals may include not complying with our policies and procedures; or not adhering to regulatory requirements; or due to a person's misconduct; or unfair treatment; or decisions made without facts, data, and evidence.

The purpose of lodging assessment appeals may include that assessment decisions were made without sufficient consideration of facts, evidence, or circumstances; or improper or negligent conduct whilst undertaking assessments; or assessment tasks were not clearly explained; or work submitted was allegedly not received or marked by an assessor.

Informal process

Before making a formal written complaint or appeal, the complainant should first attempt to try and resolve the matter directly with the persons concerned.

If the complainant believes that their complaint or appeal has not been adequately resolved after discussion with the persons concerned, then the complainant may make a formal written complaint or appeal.

If a complainant makes a formal written complaint or appeal prior to taking preliminary informal action, the Chief Executive Officer (or delegate) may require the complainant to take preliminary informal action before accepting the formal written complaint or appeal.

Formal process

A complainant should submit their complaint and appeal via email: admin@keycompany.com.au

Complaints and appeals should be submitted within 20 business days of the occurrence of the issues or circumstances resulting to the complaint or appeal. The written statement should include the following important information:

- Complainant's full name, date of birth, phone number and email address
- Persons involved

- Reasons and circumstances about the complaint or appeal
- A description of the complaint and appeal and
- Any suggestions or recommendations that the complainant might have to solve the complaint or appeal

Investigation

Within 5 business days of receipt of a complaint or appeal, the Compliance Manager will provide a written acknowledgement receipt to the complainant.

The Compliance Manager will investigate the circumstances surrounding the complaint or appeal, which may include interviewing the complainant, our employees and other relevant persons and analysing documents relevant to the complaint or appeal.

Result of investigation

Within 20 business days of receipt of a complaint or appeal, the Compliance Manager will prepare a response with resolution and/or recommendations based on collected records of evidence and information provided by relevant persons. The response or resolution will include reasons for the response/resolution and any actions agreed by all relevant persons.

Evaluation by the Chief Executive Officer

If a person involved in the complaint or appeal is not satisfied with the result of the investigation, they may write to the Chief Executive Officer via email: admin@keycompany.com.au within 5 business days of receiving the response from the Compliance Manager.

The person must write the reasons why they are not satisfied with the recommendations or resolution and provide a suggested solution that will settle their complaint or appeal. The Chief Executive Officer will acknowledge receipt of this suggested solution within 5 business days.

The Chief Executive Officer will provide the final written resolution to all persons involved in the complaint or appeal within 20 business days of receiving the suggested solution.

Mediation

If a person is not satisfied with the Chief Executive Officer's final resolution, they may request for mediation by replying to email: admin@keycompany.com.au within 5 business days of receiving the Chief Executive Officer final resolution.

Within 10 working days of receipt of a request to proceed to mediation, the Chief Executive Officer will determine whether mediation is practicable and appropriate and either:

- obtain the written consent of all persons to proceed to mediation (including consent to the applicable costs) and notify all persons that the matter is proceeding to mediation if consent is obtained or
- advise all persons that mediation would not be practicable or appropriate in the circumstances or
- that all persons involved did not consent to the mediation

Mediation will be referred to the Australian Mediation Association. Any costs associated with the mediation will be borne in equal proportions between all parties except for any legal costs which shall be borne by the party who engages the legal service.

Agencies

When the above process has been followed and a person involved in the complaint or appeal is not satisfied with the Chief Executive Officer's decisions, the following external agencies may be contacted. It should be noted that external agencies may require for the complainant to follow the above process prior to lodging a complaint or appeal with them:

Dispute Settlement Centre of Victoria
https://www.disputes.vic.gov.au

National Training Complaints Hotline
https://www.dewr.gov.au/about-department/contact-us

Australian Human Rights Commission
https://humanrights.gov.au/complaints/make-complaint

Contact Information

If you would like further details about any of the information contained within this Policy, please do contact us.

Head office address:
Level 4, 99 Queensbridge Street
Southbank VIC 3006
Phone: 1300 471 660
Email: admin@keycompany.com.au

We open every weekday (excluding public holidays) from 9.00am to 5.00pm.
If you need to contact us outside these hours, leave a message and we will respond to your call as quickly as possible. Otherwise, send an email to: admin@keycompany.com.au

Document history

Version	Date Published	Description
1.0	February 2024	Original document, first stand-alone policy created
2.0	January 2025	Reviewed, no change
3.0	April 2025	Replaced Chief Operations Officer with Chief Executive Officer