

8.3 Complaints Policy 投诉政策

1. Purpose 目的

APEG is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, APEG has policy and processes in place to manage and respond to all allegations involving the conduct of staff and students as well as third parties who provide recruitment and marketing services on behalf of APEG.

APEG 致力于根据 《注册培训机构标准（SRTOs 2015）》提供高质量的培训与评估。因此，APEG 制定了政策和流程，以管理并对所有涉及人员和学生以及代表 APEG 提供招生和营销服务的第三方提供者的行为的所有指称做出回应。

This policy is based on providing and maintaining a learning environment that is fair and reasonable and afford a forum where issues or inadequacies can be raised and resolved. This process provides opportunity for complaints to be recorded, acknowledged and dealt with in a fair, efficient and effective manner.

这项政策的基础是提供并维持公平合理的学习环境，并且提供一个可以提出并解决有关问题或不足的论坛。申诉程序提供了及时、有效和实际的方式记录、确认和处理投诉的机会。

This policy provides stakeholder with the knowledge that a complaint can be registered against other learners, Teacher Assessors, support staff, management, client partners, and any third-party providing services on the RTO's behalf. It also ensures all parties involved are kept fully informed of the resulting actions and outcomes.

本政策为利益相关方提供了一项知识，即可以对其他学习者、教师评估员、支持人员、管理层、客户合作伙伴以及任何代表注册培训机构提供服务的第三方进行投诉。它同时确保了所有相关方均能随时了解最终的行动和结果。

2. Policy Statement 政策声明

APEG acknowledges those with who it engages the right to lodge a complaint when they are dissatisfied with the learning experience they have experienced or the behavioural conduct of another person.

APEG 确认：所有对经历的学习体验或他人的行为不满的人均可投诉。

APEG will ensure all stakeholders have access to a fair and equitable process for expressing complaints, and that APEG will manage the complaint with fairness and equity.

APEG 将确保所有利益相关方均有机会公平、公正地表达投诉，并且 APEG 将公平、公正地管理投诉。

In doing so, APEG:

为此，APEG：

- a) has written policies and procedures in place for collecting and managing complaints in a constructive and timely manner;
已制定书面的政策和程序，以建设性和及时的方式收集和管理投诉；
- b) ensures that these policies are communicated to all staff, third party partners, students and other relevant stakeholders;
确保将这些政策传达给所有员工、第三方合作伙伴、学生和其他利益相关方；
- c) ensures that all necessary documentation and resources are in place to enable all staff, third party partners and students and other relevant stakeholders to submit a complaint;
确保所有必要的文件和资源到位，以便所有员工、第三方合作伙伴和学生以及其他相关利益相关方能够提交投诉；
- d) ensures that each complaint and its outcome is recorded in writing; and
确保以书面形式记录每次投诉及其结果；并且
- e) ensures that all complaints and their outcomes are fed into continuous improvement initiatives.
确保将投诉及其结果纳入持续改进计划。

3. Definitions 定义

Third party means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.

第三方是指代表本注册培训机构提供服务但不包括本机构与其员工之间的雇佣合同的任何一方。

Natural justice means that APEG will hold a hearing appropriate to the circumstances, ensure there is a lack of bias in the process, use evidence to support a decision and inquiry into the matters in dispute. Any decision by a decision maker is invalid if influenced by financial or other interest or bias.

自然正义是指学院将举办适合情况的听证会、确保过程中无偏见、使用证据支持决定并调查争议事项。如果决策者所做的任何决定受到财务或其他利益或偏见的影响，该决定无效。

4. Policy Principles 政策原则

4.1 Principles 原则

In managing complaints, APEG will ensure that:
在管理投诉时，APEG 将确保：

- a) The principles of natural justice and procedural fairness are adopted at every stage of the complaint process.
投诉过程的每个阶段均采用自然正义和程序公正的原则；

- b) The complaints policy is publicly available.
投诉政策是公开的；
- c) There is a procedure for making a complaint.
存在提起投诉的程序；
- d) Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
对投诉认真对待，并迅速、公正、敏感和保密地处理；
- e) Complaints will be resolved on an individual case basis, as they arise.
出现投诉时，将根据个案情况解决投诉；
- f) All staff, third party partners, students and other relevant stakeholders have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the learning environment that they have experienced, the service they have received (including through a third party) or the behavioural conduct of another person.
如果员工、第三方合作伙伴、学生和其他相关利益相关方对他们所体验的学习环境、得到的服务（包括通过第三方）或其他人的行为感到不满，则其有权表达顾虑或质疑并/或提出投诉；
- g) All complaints are acknowledged in writing and finalised as soon as practicable.
所有投诉均以书面形式确认，并在切实可行的情况下尽快处理完毕；
- h) The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
投诉解决程序的基础是：如果未使用讨论、合作和调节程序与投诉人和被投诉人进行商议，不得采取任何行动；
- i) The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
在整个投诉解决的过程中，投诉人和被投诉人的权利均得到承认和保护，包括最初的单独面谈；
- j) In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
为了保密，参与解决过程的人数将保持在最低限度；
- k) Final decisions will be made by the General Manager APEG
APEG 的总经理将做出最终决定；
- l) The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
投诉解决程序强调调解和教育，同时承认在某些情况下可能需要正式程序和纪律处分；
- m) The complainant will be advised of their right to Appeal a decision of the RTO, if the complainant is not satisfied with the outcome.
如果投诉人对结果不满意，则其有权对注册培训机构的决定进行申诉；
- n) If the complaint resolution process will take any more than the expected 28 calendar days to finalise, APEG will inform the complainant in writing providing the reasons why more time is required. The complainant will also be provided with regular updates on the progress of the complaint.

如果投诉解决流程需要 28 个自然日以上才能完成，APEG 将以书面形式通知投诉人，说明为何需要更多时间。投诉人也将获得有关投诉进展的定期更新；

- o) Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.
伤害投诉人、被投诉人或涉及投诉解决流程的任何其他人的行为将不会得到容忍；
- p) All complaints will be handled in confidence and will not affect or bias the progress of the student in any current of future training and assessment.
所有投诉均将以保密的方式处理，不会影响学生任何当前或未来培训的进展，亦不会对其产生偏见。

4.2 Types of Complaints 投诉类型

A complaint may include allegations involving the conduct of:
投诉可能包括涉及以下人员行为的指称：

- a) APEG, its Teacher Assessors or other staff; or
APEG、其教师评估员或其他员工；或
- b) A third-party providing services on behalf of APEG, its Teacher Assessors or other staff;
or
代表 APEG 提供服务的第三方，其培训师、评估员或其他员工；或
- c) A student of APEG.
APEG 的学生。

5. APEG Responsibilities APEG 的责任

The General Manager of APEG is the Authorised Officer for complaints resolution. The General Manager may delegate responsibility for the resolution of the complaint if necessary.

APEG 的总经理为解决投诉的授权官员。如有必要，总经理可以授权其他人员来处理投诉。

Details concerning the scope of the Complaints Policy are to be clearly displayed throughout the organisation and contained within the Staff Induction Process, APEG Handbook and the website.

有关投诉政策范围的详细信息应在整个机构内清楚列明，并包含在员工入职流程、学生手册和网站中。

6. Process 流程

6.1 Complaints 投诉

If a student has a complaint, they are encouraged to speak immediately with the Teacher Assessor to resolve the issue.

如果学生有投诉，我们鼓励他们立即与教师评估员联系以解决问题。

If another stakeholder has a complaint, they are encouraged to speak a relevant APEG staff member resolve the issue.

如果其他利益相关方有投诉，我们鼓励他与 APEG 的工作人员联系以解决问题。

If the complainant is not satisfied that the issue has been resolved they will be directed to complete a Complaints Lodgement Form, to lodge a formal complaint. APEG will then investigate the complaint and advise the complainant of the outcome in accordance with the Complaints Procedure.

如果投诉人不同意已经解决的问题，他们将被指示填写投诉申请表，以提出正式投诉。APEG 将对投诉进行调查，并根据投诉程序告知投诉人结果。

If the complainant is not satisfied with the outcome, the complainant will be advised of their right to Appeal (see Appeals Policy)

如果投诉人对结果不满意，则其有权申诉（见申诉政策）。

6.2 Complaints Process 投诉流程

All complaints shall follow the below process:

所有投诉均应遵循以下流程：

- a) Complaints are to be made in writing within 7 calendar days of the incident using the Complaints Form.
使用投诉表在事情发生后的 7 个自然日内提出投诉；
- b) A submitted complaint form will constitute a formal complaint. Further detail of the complaint can be provided by the complainant verbally.
提交的投诉表将构成一项正式投诉。投诉人可以口头提供进一步细节；
- c) The General Manager APEG must be informed of receipt of all complaints immediately.
收到投诉后应立即通知 APEG 的总经理；
- d) The General Manager APEG may delegate responsibility for the resolution of the complaint.
APEG 的总经理可将解决申诉的责任授予他人；
- e) In the case of a complaint, the General Manager APEG will initiate a transparent, participative investigation to identify the issues.
如果发生投诉，APEG 的总经理将启动透明、参与式调查以确定问题；
- f) Complaints will be processed in accordance with the Complaints flowchart - Attachment A.
投诉将根据投诉流程图（附件 A）进行处理；
- g) Complaints, where possible, are to be resolved within 14 calendar days of the initial application.
如有可能，应在首次申请后的 14 个自然日内解决投诉；
- h) In all cases the complaint outcome will be determined by the General Manager APEG.
在所有情况下，投诉结果均应由 APEG 的总经理决定；
- i) The complainant will be advised in writing of the outcome of their complaint, within seven (7) days of resolution.

投诉人将在决议后七（7）天内以书面形式获知投诉结果；

- j) If the outcome is not to the satisfaction of the complainant, the complainant will be advised of their right to Appeal this decision and will be directed to the Appeals Policy. 如果投诉人对结果不满意，则其有权根据申诉政策对决定进行申诉。

7. Access & Equity 使用和公平

The APEG Access & Equity Policy applies. (See 8.1 Access & Equity Policy)

APEG 使用和公平政策使用。（见 8.1 使用和公平政策）

8. Records Management 记录管理

Records of all complaints and their outcomes are maintained securely.

所有投诉和其结果的记录均应妥善保存。

Records of complaints include:

投诉记录包括：

- a) How the complaint was dealt with;
投诉是如何处理的；
- b) The outcome of the complaint;
投诉的结果；
- c) The timeframes for resolution of the complaint;
解决投诉的时间表；
- d) The potential causes of the complaint; and
可能的投诉原因； 以及
- e) The steps taken to resolve the complaint.
解决投诉所采取的步骤。

9. Monitoring and Improvement 监督和改进

All complaints practices are monitored by the General Manager APEG and will be discussed at Management Meetings with areas for improvement identified and acted upon. (See 6.1 Continuous Improvement Policy)

所有投诉实践均由 APEG 的总经理监督，并将在管理层会议上进行讨论，以确定需要改进的领域并采取相应措施。（见 6.1 持续改进政策）

Attachment A: Complaints Process

附录 A: 投诉流程

