



Hero Head Quarters Pty Ltd

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# COMPLAINTS & APPEALS

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*Hero Headquarters Pty Ltd*

*RTO 40664*



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## CONTACT

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# Complaints and Appeals Policy and Procedure

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### COMPLAINTS AND APPEALS POLICY AND PROCEDURE

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## Purpose

The purpose of this policy and procedure is to outline Hero Head Quarters' approach to managing dissatisfaction, formal complaints and appeals of students, clients, staff and other members of the community. It provides a transparent approach for all complaints and appeals to be addressed in a fair, efficient and confidential manner. This policy and procedure ensures compliance with Standard 6 of the Standards.

## Definitions

**Appeal** means a request for a decision made by Hero Head Quarters to be reviewed

**Complaint** means a person's formal expression of dissatisfaction with any product or service provided by Hero Head Quarters.

**Services** means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support

**Standards** means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework

## Policy

1. Hero Head Quarters responds to all allegations involving the conduct of:
  - The RTO, its trainers and assessors and other staff.
  - Any third party providing Services on behalf of Hero Head Quarters.
  - Any student or client of Hero Head Quarters.
2. Complaints may be made in relation to any of Hero Head Quarter's services and activities such as:
  - the application and enrolment process
  - marketing information
  - the quality of training and assessment provided
  - training and assessment matters, including student progress, student support and assessment requirements
  - the way someone has been treated
  - the actions of another student
3. Appeals should be made to request that a decision made by Hero Head Quarters is reviewed. Decisions may have been about:
  - course admissions
  - refund assessments
  - response to a complaint
  - assessment outcomes / results
  - other general decisions made by Hero Head Quarters
4. Hero Head Quarters is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice.



5. Through this policy and procedure, Hero Head Quarters ensures that complaints and appeals:
  - Are responded to in a consistent and transparent manner.
  - Are responded to promptly, objectively, with sensitivity and confidentiality.
  - Are able to be made at no cost to the individual.
  - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
6. Hero Head Quarters acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Hero Head Quarters.
7. The independent party recommended by Hero Head Quarters is Melbourne Commercial Arbitration and Mediation Centre. However complainants and appellants are able to use their own external party at their own cost.
8. Complaints and appeals should be made by completing our online form located [here](#) or by requesting a copy by contacting our office on 1300 054 563. Any complaints or appeals lodged will be formally acknowledged by Hero Head Quarters in writing within 48 hours.
9. Appeals and complaints must be made within 20 calendar days of the original decision being made.
10. When making a complaint or appeal, provide as much information as possible to enable Hero Head Quarters to investigate and determine an appropriate solution. This should include:
  - The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
  - Any evidence you have to support your complaint or appeal.
  - Details about the steps you have already taken to resolve the issue.
  - Suggestions about how the matter might be resolved.
11. Some or all members of the management team of Hero Head Quarters will be involved in resolving complaints and appeals as outlined in the procedures. Where a third party delivering Services on behalf of the RTO is involved, they will also be included in the process of resolving the complaint or appeal.
12. Where a student chooses to access this policy and procedure, Hero Head Quarters will maintain the student's enrolment while the complaints/appeals handling process is ongoing.
13. All complaints and appeals must be submitted within twenty (20) days of the incident occurring. All formal complaints and appeals will be responded to efficiently to ensure an effective resolution within a reasonable timeframe, usually twenty (20) days or as soon as practicable. However in some cases, particularly if the matter is complex, the resolution may take longer.
14. Complaints and appeals will be finalised within 20 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time as the matter is resolved.
15. If the complaint or appeals takes more than 60 days to process and finalise Hero Head Quarters will inform the complainant or appellant in writing with a reason of why more than 60 days is required. We will also keep you updated on the progress of the matter.
16. Hero Head Quarters will maintain a record of all complaints and appeals and their outcomes on the *Complaints and Appeals Register*.
17. Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.



## Lodge a Complaint or Appeal

Complaints and appeals are lodged digitally through the Hero HQ website. To lodge a complaint or appeal, please head to [www.herohq.co/complaints-and-appeals](http://www.herohq.co/complaints-and-appeals).

