

COMPLAINTS AND APPEALS POLICY AND PROCEDURE

breakthru College ensures that all complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively. breakthru College has a process in place to deal with complaints and appeals relating to:

- The college
- Third parties
- Breakthru staff
- And other learners
- Assessment results
- Course progress
- Fees and refunds

You can lodge a complaint to express your dissatisfaction with any product or service provided breakthru College. breakthru College also has an appeal policy implemented to ensure that it has a process in place to review or reconsider any decisions that it has made such as enrolment and assessment decisions. Grounds for appeal may include but not limited to the following:

- Administrative inadequacies (e.g. inaccuracy in recording progress)
- Inadequate resources (e.g. physical resources or inexperienced/unqualified staff members)
- Shortcomings in the conduct of assessment (e.g. alternative assessment methods were not available)
- Assessment requirements specified by the assessor were unreasonably or prejudicially conducted
- Barriers to access (e.g. unreasonable requirements as pre-condition to assessment)

breakthru College's complaints and appeals processes follow the principles of natural justice and procedural fairness, whereby all parties involved are given the opportunity to provide their side of story before a decision is made. Currently, the appointed consumer protection officers at breakthru College are:

Name	Email Address	Phone
Isabelle Durkin	Isabella.durkin@Breakthru.org.au	0490 857 376
Katherine Gosson	Katherine.gosson@breakthru.org.au	0466 572 726

You can lodge a complaint / appeal by following our Complaints and Appeals Procedures:

Complaints and Appeals Procedure

1. Initially you are encouraged to discuss and resolve the matter informally with relevant person/s. For instance, you can speak with your assessor directly if this involves assessment process. If the informal resolution is not successful or determined to be inappropriate, then go to the next step (Step 2).
2. If the above is unsuccessful, complete the Complaints and Appeals form, which is available at the end of this learner handbook. If assistance is required, call 1800 767 212.
3. Send the completed form to training@breakthru.org.au
4. You will receive an acknowledgement in writing within 7 calendar days.
5. An initial investigation is to be conducted to collect information and evidence from all relevant parties. A meeting is arranged if required and all parties are given the opportunity to tell their side of story.
6. Decision will be made as soon as possible within 60 calendar days. If more than 60 calendar days are required, you will be informed in writing the reasons as to why such timeframe is required and you will be kept in the loop on a fortnightly basis on the progress of the matter.
7. You will be informed on the outcome in writing along with the decision.
8. You have the right to appeal the decision if you are not satisfied with the outcome within 14 calendar days of receiving the outcome.
9. You also have the right to request a third party (independent from all parties) to review the outcome/s if required
10. If you are satisfied with the outcome, the matter will be deemed as resolved and all records will be kept by breakthru College.

You are encouraged to resolve any issues with breakthru in the first instance. If you are not satisfied with the decision made by breakthru College, you can lodge a complaint to an external party:

Name	Contact Number	Website	Jurisdiction
National Training Complaints Hotline	13 3873	https://www.dese.gov.au/national-training-complaints-hotline	National
NSW Ombudsman	1800 451 524	https://www.ombo.nsw.gov.au/contact-us	NSW
QLD Training Ombudsman	1800 773 048	https://trainingombudsman.qld.gov.au/	QLD
Smart and Skilled <i>(only for NSW funded learners)</i>	1300 772 104	https://education.nsw.gov.au/skills-nsw/contact-us	NSW

Queensland VET Investment Plan <i>(only for QLD funded learners)</i>	13 74 68	https://desbt.qld.gov.au/contact-us	QLD
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