



**National School of
Volunteer Management**
[RTO 90031]

SVM Complaints and Appeal policy and procedure

This policy relates to the National School of Volunteer Management (SVM) Registered Training Organisation (RTO) 90031, The Centre for Volunteering.

If you have a complaint

In the first instance: Contact the Director of Education and Training:

Phone: 0466 778 914 or 02 9261 3600

Email: cwilliams@volunteering.com.au

See full policy and procedure details below

Overview

SVM seeks to prevent complaints and appeals by ensuring that learners (students) are satisfied with their course and its outcomes.

Staff are expected to be fair, courteous and helpful in all dealings with students. A fair and open complaints and appeal policy available to all students is essential to maintain a positive learning environment.

SVM is committed to providing an effective, efficient, timely, fair and confidential complaints and appeals handling procedure. All complaints are taken seriously and their findings incorporated into procedures, as appropriate, in accordance with SVM continuous improvement practices.

Purpose

The purpose of this policy is to ensure that any student complaints and appeals are handled in a fair and unbiased manner and that students are provided sufficient information regarding the complaint and appeal process.

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ABN 28 002 416 024 **W** Volunteering.com.au

A Level 3, 40 Gloucester St, The Rocks 2000 **T** (02) 9261 3600 **E** training@volunteering.com.au



Definitions

Complaint: dissatisfaction with a product, service or treatment received

Appeal: dissatisfaction with an accredited training task assessment made by SVM trainer and assessor

Responsibility:

Director Education and Training is responsible for responding to all complaints and appeals and ensuring that all learners are aware of this policy.

PRINCIPLES

These principles apply to all stages of this complaints/appeals handling procedure which will be adhered to by SVM:

SVM is committed to addressing complaints sincerely and honestly.

Every effort will be made to resolve complaints in good faith and in the first instance informally if possible, rather than resorting to formal procedures or actions.

The complaint and appeal will be dealt with promptly. The length of time involved may vary by the complexities of the case. Under normal circumstances, the Complainant can expect at least a provisional written response within 10 working days of presenting their complaint or appeal. If resolution takes longer, the Complainant will be kept informed in writing on the progress of the case.

Where SVM considers more than 60 calendar days are required to process and finalise the complaint or appeal, we will inform the complainant in writing, including why more than 60 days are required, and maintain regular contact with the complainant on progress.

Records of all complaints/appeals will be kept. At all stages of the process, discussions relating to complaints and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant. All complaints/appeals must be documented and reported to senior leadership.

Before an issue becomes a complaint or appeal, **Complainants are encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned.** There are staff available to assist with the resolution of issues. Please note that complainants don't need to raise a complaint formally.

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Complaint Process

If a student feels they have a complaint, or believes they have been discriminated against or harassed, or believes they have grounds for an appeal against the assessment of their work they should immediately report the complaint / appeal through the following steps:

Complaints may initially be directed to trainer or tutor directly and can then be escalated to the Director Education and Training if no resolution is found.

1. Contact the Director Education and Training

Colleen Williams

Phone: 0466 778914 or 02 9261 3600 or

Email: cwilliams@volunteering.com.au

If the issue is unresolved by the Director: Education and Training or the complaint relates to the Director: Education and Training, the complaint should be made formally in writing to: -

The Director of Office and People at the Centre for Volunteering

Email: feedback@volunteering.com.au

If the complaint remains unresolved, the complaint should be detailed in writing to the CEO, Gemma Rygate.

If the procedure above is followed and still no resolution reached, you can seek assistance or a review from an independent organisation, including but not limited to:

[Training Services NSW](#)

Phone: 132811

[Email: smartandskilled.enquiries@industry.nsw.gov.au](mailto:smartandskilled.enquiries@industry.nsw.gov.au)

[Anti-Discrimination Board of NSW](#)

Phone: 1800670812

[NSW Fair Trading](#)

Phone: 133220

[NSW Ombudsman](#)

Phone: 1800451524

[Australian Skills Quality Authority \(ASQA\)](#)

Phone: 1300701801

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Assessment Appeals Process

In the event of an assessment being deemed Not Yet Competent, students are provided with feedback and guidance as to further work required to achieve a satisfactory result.

To appeal an assessment decision, students should, wherever possible, try to resolve concerns or difficulties with their Assessor at this time.

If the appeal is not resolved, contact the Training coordinator at 02 9261 3600 or training@volunteering.com.au and every effort will be made to find an alternate assessor within SVM for review.

If a learner requests an external independent review of assessment after appealing an assessment decision, this may be at the learner's cost.

Related Policies and Procedures

1. Student Handbook
2. Consumer Protection Policy

Revision History:

Version	Date	Description of Changes	Approved By
V1.2	March 2021	Minor	Training Coordinator
V2.0	24/03/2025	Major – changes to process, inclusion of assessment appeal information	Colleen Williams
V2.1	16/04/2025	Formatting changes to improve accessibility	Colleen Williams
Designated Owner:		Director - Education and Training	

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