

# Alexandra Community Hub

## Appeals Policy

Policy No: 1

### Policy:

Alexandra Community Hub (ACH) will ensure that any party involved in the determination of a complaint who is dissatisfied with the outcome has the opportunity to appeal the decision within 20 calendar days. This includes but is not limited to appeals against outcomes of Complaints, Assessment decisions and findings of Plagiarism. This policy also extends to third parties delivering services on behalf of ACH.

### Procedure:

1. Advise the appellant that the appeal must be lodged in writing on the Appeals Form
2. Ensure that the appellant understands the Appeals process
3. Ensure that requests for appeal are acknowledged in writing within 30 days
4. Refer the appeal to an independent mediator. The mediator cannot be a party to the dispute and must be a person chosen by agreement between the parties. In the absence of agreement, the mediator shall be a person who is appointed or employed by the Dispute Settlement Centre of Victoria, or a representative from another RTO.
5. The mediator, in conducting the mediation, must:
  - a. Give the parties to the mediation process every opportunity to be heard,
  - b. Allow due consideration by all parties of any written statement submitted by any party,
  - c. Ensure that natural justice is accorded to the parties to the dispute throughout the mediation process.
6. The mediator must not determine the dispute.
7. The appellant may request that an advocate is present during the mediation process.
8. Should ACH expect the appeal resolution to take longer than 60 days
  - a. Inform the appellant in writing including reason for length of time required
  - b. Keep the appellant informed of progress
9. Should the mediation process not result in the dispute being resolved, the parties may seek to resolve the dispute in accordance with the Associations Incorporation Act 1981 or otherwise at law. Nothing in this procedure shall prevent a complaint of discrimination being raised with the Commissioner for Equal Opportunity.

### Related Legislation

Victorian Equal Opportunity Act 2010  
Victorian Disability Act 2006  
Commonwealth Disability Discrimination Act 1992  
Associations Incorporation Act 1981

### Related Standard for RTOs 2015

Standard 6

### Related Documents

Appeals form  
Complaints and Appeals Log  
Complaints Flow Chart

### Related Policies

Complaints Policy

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Version	Original	1	2	3	4	5	6	7	8
Date	17/08/20								