

 ROYAL LIFE SAVING NORTHERN TERRITORY GPO Box 1229 Darwin, NT 0801 Phone: (08) 8981 5036 ABN: 57 939 760 839 Email: nt@rlssa.org.au Website: www.royallifesaving.com.au RTO Provider Number 0859	P001 Appeals	
	Version: 8	Approved: 15/12/2010
	Administered: Executive	Updated: 09/06/2018, 6/3/2020, 31/08/2021, 23/10/2023, 19/5/2025 Next Review: 31/08/2027

Clients and participants are informed of the appeal process through the code of practice and at the commencement of every course. This “Generic Housekeeping” information is read verbatim by the Trainer at the commencement of every course, refer to the Form T0016 Generic Housekeeping Letter.

The RTO appeals policy manages requests for a review of decisions, including assessment decisions, made by the RTO or a third party providing services on the RTO’s behalf.

This appeals policy:

1. ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process;
2. are publicly available;
3. set out the procedure for requesting an appeal;
4. ensure requests for an appeal are acknowledged in writing and finalised as soon as practicable; and
5. provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

An Appeal is made in writing to the Executive Director. If the person believes the Executive Director is implicated in this appeal, the appeal can be lodged in confidence to the President, GPO Box 1229, Darwin, NT 0801.

The appeal is recorded on a Appeal Lodged form located electronic and publicly assessable on the RLSSA NT Website.

The Executive Director (President, if actions of the Appeal is against the Executive Director) actions the appeal & replies in writing within 20 days. In some circumstances a formal meeting will take place with the person to discuss the outcomes. When the appeal is resolved the appeal Form T0018 is completed & both the Executive Director /President & person making the appeal, sign the form as completed.

If the person lodging the appeal is dissatisfied with the outcome, they are provided with the RLSSA NT Liaison officer’s contact details. The Liaison officer is appointed by the Executive Board and has appropriate knowledge and skill to support a fair and transparent appeals process. The Liaison Officer will communicate direct with the person lodging the appeal to reach a resolution. The person is informed of the outcome in a written letter from Liaison Officer.

The RTO securely maintains records of all appeals and their outcomes in the Appeal Register is kept in a confidential locked filing cabinet with the Executive Director. The RTO identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.