

## **Complaints and Appeals**

### **COMPLAINTS**

Workplace Training Centre maintains a supportive and fair environment, which allows training participants, staff and stakeholders to lodge complaints. Complaints are ideally resolved as amicably as possible using this formal appeal process.

We will adhere to the National Complaints Code to respond to complaints about vocational education and the organisation itself. We will commence the complaints process with 10 working days of a formal lodgement of the complaint and supporting information. All reasonable measures are taken to finalise the process as soon as practicable.

Where verbal complaints regarding vocational education are received, they can be discussed with the Instructor and preferably resolved. Complaints about the organisation can be directed to the CEO.

If the complaint is not resolved then the complaint is documented by the complainant onto the Complaints and Appeals Form (Form 06). Student complaints are submitted to the Administration Manager.

The Trainer liaises with the CEO. Each complainant has the right to have their version of events heard in the resolution negotiation and have an independent advocate present.

Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant. The details will state the outcomes and reasons for the decisions made.

The CEO will close out the matter to the satisfaction of both parties. A copy of all the documentation, in particular the complaint and the outcome, is placed in the student's file, staff file or Continuous Improvement Register as appropriate. A copy of the documentation is forwarded to the complainant.

Where the resolution requires a documented change to policies and procedures, the CEO will ensure that the document is changed and appropriate notation is made on the continuous improvement register.

In the event that a complaint is substantiated, Workplace Training Centre will take prompt and appropriate action to resolve the circumstances.

If the student chooses to access our complaints and appeals processes, Workplace Training Centre will maintain the student's enrolment while the complaints and appeals process is ongoing.

### **APPEALS FOLLOWING UNRESOLVED COMPLAINTS**

When a student is not happy with the outcome of a complaint the following appeal process is followed. The appeal is discussed with the CEO. If this does not resolve the matter, then the appeal is to be documented and submitted to trigger mediation by using either a simple written letter or a copy of the Complaints and Appeals Form.

The CEO records the Student's dispute on the Register of Continuous Improvement and puts written notification on the student's file and organises attendance by the student and the RTO's representatives at the local court to meet with the Community justice Centre representative. These are trained mediators, familiar with the alternative dispute resolution mediation process. The process is also without cost. Alternatively, the student may go to ASQA.

An appellant may deliver their own version of the matter to the mediator and request a support person be present. The rules of alternative dispute resolution apply.

The matter should then consider the issues raised and attempt to resolve the appeal to the satisfaction of the appellant. All appeals of complaints that are found to be proven must be acted upon through the continuous improvement process to make systematic changes to prevent the recurrence of this as a problem again.

The final agreement, achieved through the alternative dispute resolution process is put into court orders which bind the parties to the agreed resolution. There is no further appeal mechanism beyond this point. The student may always revert to common law.

Please note that at each step of the complaints and appeals process Workplace Training Centre will allow the student to make representation either orally or in writing prior to reaching a decision.

If the student has complaints that do not directly concern Workplace Training Centre but may affect their ability to achieve competency, they shall be referred to appropriate external support groups for assistance.

### **ASSESSMENT APPEALS PROCESS AND REASSESSMENTS**

Workplace Training Centre maintains a supportive and fair environment, which allows training participants to appeal their assessments and recognition decisions. Appeals are ideally resolved as amicably as possible using this formal appeal process.

Workplace Training Centre will commence the appeals process with 10 working days of a formal lodgement of the appeal and supporting information. Students may appeal their assessments within one week of being notified of the decision or within 4 weeks of the assessment date, whichever is the longer. All reasonable measures are taken to finalise the process as soon as practicable.

Discuss the appeal with the Trainer. If this does not resolve the matter, then the CEO will appoint a mutually agreed assessor to reassess your assessment.

The Training CEO will appoint a qualified and independent assessor to review the records of assessment of the student's competence against the training package requirements. Where insufficient records to determine competence are available, the student may provide additional evidence of competence. The independent assessor's determination is final.

If this does not resolve the matter, the student may refer the appeal to an independent mediator. The appellant may deliver their own version of the problem and request a support person be present.

The submission and the final outcome of the assessment appeal is recorded and communicated to all parties in writing. The communication must contain the outcome of the assessment appeal and the reasons for the decisions made. A copy of the communication is placed in the student file.

No further appeal mechanism exists beyond this point in the process.

Please note the following:

- Where the resolution requires a documented change to policies and procedures, such changes will be made in accordance with the procedure for document change including the appropriate records made.
- At each step of the assessment appeals process Workplace Training Centre will allow students to make representation either orally or in writing prior to reaching a decision. We also allow students to employ an independent person or panel to hear the appeal.

