

Complaints and Appeals Policy and Procedure

Purpose

This policy and procedure is to provide clear and practical guidelines to ensure that complaints and appeals of students can be resolved in a timely and constructive manner. Workplace Training Strategies will use information received through the complaints procedures to identify areas of continuous improvement in our processes and employee professional development.

Policy

Workplace Training Strategies believes that all stakeholders (students, clients, staff, trainers, etc.) who have a complaint or an appeal has the right to raise their complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation.

Workplace Training Strategies will manage all complaints fairly, equitably and efficiently as possible. It will encourage all parties to approach the complaints and appeals process with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, Workplace Training Strategies acknowledges the need for an appropriate external and independent person to mediate between the parties.

Confidentiality will be maintained throughout the process of making and resolving complaints. Workplace Training Strategies seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive work environment.

All staff, clients, students and trainers are provided with information on the complaints and appeals procedure in the following documents:

- -Student Handbook
- -Trainer/Assessor Handbook
- -Website
- -Staff induction handbook

Scope

The complaints and appeals policy applies to:

- RTO internal staff
- Trainer/Assessors (Internal and Contractors)
- All Clients (Students and employers)
- Third Party Independent Arbitrator

Complaints can be regarding:

- RTO staff, its trainers and assessors or office staff
- Another students at the RTO
- Any other matter relating to the students training and assessment.

Complaints Procedure

Workplace Training Strategies believes that a student who has a complaint or an appeal has the right to raise their complaint or appeal and expect that every effort will be made to resolve it in accordance with our policy, without prejudice or fear of reprisal or victimisation.

<p>Step 1 Discussion</p>	<p>If the student has a complaint, the student can discuss the issue with the Trainer first. The Trainer will attempt to resolve the issue.</p> <p>Where the student wishes to discuss with someone other than their trainer please call WTS on 03 9591 8300 and speak to the Training Implementation Coordinator. If this does not resolve the issue a formal complaint can be made to CEO</p>
<p>Step 2 Lodge a complaint</p>	<p>The student or employer can lodge a complaint in writing using the complaints and appeals form. This can be submitted in writing to</p> <p style="text-align: center;">Workplace Training Strategies Pty Ltd 604 Hawthorn Road Brighton East 3187 www.info@wts.edu.au</p>
<p>Step 3 Acknowledgement</p>	<p>The complaint will be received by the Training Implementation coordinator who will record the complaint on the complaints and appeals register.</p> <p>An acknowledgment letter will be sent to the complainant within 7 days of complaint being received.</p>
<p>Step 4 Investigation</p>	<p>WTS will investigate the complaint and examine related evidence if applicable.</p> <p>This will be conducted by department managers at the direction of the CEO.</p> <p>An initial informal discussion will be held between parties to assess the nature of the problem. The aim of this meeting is to develop strategies that will satisfy the needs of all concerned.</p>
<p>Step 5 Resolution and response</p>	<p>Once a decision has been reached the complainant and all related parties will be informed of all outcomes in writing within 14 days of complaint being acknowledged. The complaints process and response should not exceed 21 days.*</p> <p>The outcomes and resolution will be recorded on the complaints and appeals register and the item marked as archived.</p>
<p>Step 6 Appeal</p>	<p>Should the client, customer or staff member feel the process has not been satisfactorily resolved they can lodge an appeal.</p>

*Where the complaints process exceeds 21 days the complainant will be informed in writing including reasons for the delay.

Appeals Procedure

If a person is dissatisfied with the outcome of their complaint, or wishes to appeal against an assessment outcome, they have the right to appeal the decision and have the matter heard by a person independent of Workplace Training Strategies

<p>Step 1 Lodge an appeal</p>	<p>WTS should be notified in writing on the Complaints and Appeals Form. This form should be addressed to:</p> <p>Workplace Training Strategies Pty Ltd CEO 604 Hawthorn Road Brighton East 3187 www.info@wts.edu.au</p>
<p>Step 2 Acknowledgement</p>	<p>The appeal will be received by the Training coordinator who will record the complaint on the complaints and appeals register.</p> <p>An acknowledgment letter will be sent to the complainant within 7 days of appeal being received.</p>
<p>Step 3 Investigation</p>	<p>WTS will investigate the appeal and examine related evidence if applicable.</p> <p>This will be conducted by department managers at the direction of the CEO.</p> <p>The appellant has the right to represent their own case or refer the matter to an independent third party. In cases where the appeal relates to a decision made by the Training Implementation Coordinator, the matter may be heard by an Independent Arbitrator or by the directors of Workplace Training Strategies.</p> <p>Workplace Training Strategies Pty Independent Arbitrator is:</p> <p>FMC Relationship Services Level 4, 1001 Nepean Highway Moorabbin, Victoria 3189 Telephone (03) 9556 5333 Fax (03) 9555 1765 Email: fonu.emberson@mediation.com.au</p>
<p>Step 4 Formal Response Letter</p>	<p>The CEO or Independent Arbitrator will provide a written statement of the appeal outcome, including reasons for the decision with 14 days of acknowledgment. The appeals process and response should not exceed 21 days.*</p> <p>A copy of this statement will be provided to all stakeholders affected by the appeal outcome.</p>
<p>Step 5 Resolution</p>	<p>The appeal is resolved and archived on complaints and appeals register</p> <p>If the student is not satisfied with the outcome of this process, the student may also apply to the appropriate regulating body to hear their complaint.</p> <p>ASQA - https://www.asqa.gov.au/complaints</p>

*Where the appeals process exceeds 21 days the complainant will be informed in writing including reasons for the delay.

COMPLAINT AND APPEALS FORM

Please complete this form and post it to:

Workplace Training Strategies Pty Ltd
604 Hawthorn Road
Brighton East 3184

Student/Client Name:			
Date:			
Address:			
Phone Number (W/H):		Mobile:	
Email:			
Please outline the nature of your complaint:			
If you are appealing the results of a complaint please outline the reason for your appeal:			
Please attach copies of any evidence you may have to support you complaint/appeal			
Signature:		Date:	
Internal Use Only			
Date received:			
Followed up by:			
Comments/Action taken/Method of resolution:			
WTS representative name:			
Signature		Date:	