

## 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, clients and trainers can be resolved in a timely and constructive manner.

This policy is designed to manage complaints and appeals. It ensures that all clients, students, prospective students, trainers, staff and other stakeholders are aware of the steps to have their dissatisfaction addressed appropriately.

### Definition

Stakeholder refers to client, student, prospective student, parent for students under the age of 18 years, WTS trainer, WTS internal staff members.

### Policy

Workplace Training Strategies believes that all stakeholders who have a complaint or an appeal have 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 stakeholders are provided with information on the complaints and appeals procedure on the WTS website.

### Complaints Procedure

Workplace Training Strategies believes that a stakeholder 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.

Step 1 Discussion	<p>If the stakeholder has a complaint, they can discuss the issue with the Trainer first. The Trainer will attempt to resolve the issue.</p> <p>Where the stakeholder wishes to discuss with someone other than their trainer, please call WTS on 03 9591 8300 and speak to the General Manager. If this does not resolve the issue a formal complaint can be made to CEO or CFO.</p>
Step 2 Lodge a complaint	<p>The stakeholder can lodge a complaint in writing using the complaints and appeals form. This can be submitted via email to: <a href="mailto:www.info@wts.edu.au">www.info@wts.edu.au</a></p>
Step 3 Acknowledgement	<p>The complaint will be received by the General Manager who will record the complaint on the complaints and appeals register.</p> <p>An acknowledgment email will be sent to the complainant within 7 working days of complaint being received.</p>
Step 4 Investigation	<p>WTS will investigate the complaint and examine all related evidence if applicable.</p> <p>This will be conducted by department managers at the direction of the CEO or CFO.</p> <p>An initial informal discussion and or communication will be held between stakeholders to assess the nature of the problem. The aim of this is to develop strategies that will satisfy the needs of all concerned.</p>
Step 5	<p>Once a decision has been reached all stakeholders will be informed of the outcome in writing via</p>

Resolution and Response	<p>email within 14 working days of complaint being acknowledged. The complaints process and response should not exceed 21 working days* from the date of the complaint being lodged.</p> <p>The outcomes and resolution will be recorded on the complaints and appeals register and the item marked as archived.</p>
Step 6 Appeal	Should the stakeholder feel the process has not been satisfactorily resolved they can lodge an appeal.

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

## Appeals Procedure

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

Step 1 Lodge an appeal	<p>WTS should be notified in writing via email on the Complaints and Appeals Form. This form should be addressed to:</p> <p>Workplace Training Strategies CEO or CFO <a href="mailto:www.info@wts.edu.au">www.info@wts.edu.au</a></p>
Step 2 Acknowledgement	An acknowledgment email will be sent to the stakeholder within 7 working days of appeal being received.
Step 3 Investigation	<p>WTS will investigate the appeal and examine related evidence if applicable.</p> <p>This will be conducted by General Manager at the direction of the CEO or CFO.</p> <p>If the complainant is dissatisfied with the outcome of their appeal, they may make a written request to WTS that they wish the matter be dealt with through an external dispute resolution process facilitated by the Dispute Settlement Centre of Victoria (DSCV)</p> <p>DSCV will arrange for a Round Table Discussion (RTD) to be held between WTS and the complainant. DSCV do not charge a fee for this service.</p> <p>DSCV's Melbourne Contact Details Tel: 1300 372 888 <a href="https://www.disputes.vic.gov.au">https://www.disputes.vic.gov.au</a></p>
Step 4 Formal Response Letter	<p>The CEO, CFO or Independent Arbitrator will provide a written statement of the appeal outcome, including reasons for the decision with 14 working days of acknowledgment. The appeals process and response should not exceed 21 working days.*</p> <p>A copy of this statement will be provided to all stakeholders affected by the appeal outcome.</p>
Step 5 Resolution	<p>The appeal is resolved and archived on complaints and appeals register.</p> <p>If the stakeholder 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>National Training Complaints Hotline Tel: 13 38 73 Website: <a href="https://www.dese.gov.au/national-training-complaints-hotline">https://www.dese.gov.au/national-training-complaints-hotline</a></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 email to [www.info@wts.edu.au](mailto:www.info@wts.edu.au)  
Workplace Training Strategies

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