



Complaints and Appeals Policy

Purpose

This policy is based on providing and maintaining training services that are fair and reasonable and afford a forum where issues or inadequacies can be resolved. This process provides an opportunity for complaints and appeals to be resolved by WAAC management in a timely and confidential manner.

Scope

The Principal of WAAC is the Complaints Resolution Officer. The Principal may delegate responsibility for the resolution of the complaint if necessary.

The object of this policy is to ensure that students, trainers and other staff, including those providing services as a third party, have a clear process to register a complaint or appeal. These may be about academic and non-academic matters. It ensures all parties involved are kept informed of the resulting actions and outcomes.

Procedure

Overview

If a student or staff member has a complaint they are encouraged to speak immediately with their trainer or manager to resolve the issue. If the complainant is not satisfied that the issue has been resolved they will be asked to complete a Complaints and Appeals Form available from administration staff. This will begin the internal stage of the grievance procedure. WAAC will then investigate the complaint and advise the complainant of the outcome.

If the complainant is not satisfied with the outcome they may write to the Principal to appeal the decision. This may lead to occasions where an industry-training representative may be invited to act as an objective party to negotiate a satisfactory resolution (external stage).

If a participant is not comfortable with disclosing a complaint then they can call the National Training Complaints Hotline on 13 38 73 and lodge the complaint with them. They will advise the participant of what actions may be required to deal with the complaint.

All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the participant in any current or future training.

Internal Stage

If any issue cannot be resolved informally a formal internal procedure will begin by submitting a Complaints and Appeals Form (CAF).

The CAF must be submitted to the Complaints Resolution Officer within 5 days of the incident. This will begin the formal complaint process.

In the case of a complaint (both academic and non-academic), the Complaints Resolution Officer will initiate a transparent, participative investigation to identify the issues. Each party to this stage of the procedure may be accompanied or assisted by another person, at that party's cost.



General complaints will be processed in accordance with Appendix A – Complaints Process. Complaints relating to assessments will be processed in accordance with Appendix B – Assessment Complaints Process.

Where possible complaints are to be resolved within 10 working days of the initial application. For a complaint taking longer than this time to resolve the parties will be sent a letter explaining why.

In all cases the final conclusion will be assessed by the Complaints Resolution Officer and the participants will be advised in writing of the outcome of their complaint. The notice will include the reason for the decision and advice on how to appeal the decision.

If the outcome is not to the satisfaction of the complainant or appellant, they may appeal the decision by submitting a CAF with supporting evidence. The evidence must demonstrate reasonable grounds for the appeal.

The appeal will be investigated by an independent internal committee with the participants advised in writing of the outcome of their appeal. The notice will include the reason for the decision and advice on how to appeal the decision.

External Stage

A decision on appeal may be reviewed by an external and independent person or body with appropriate expertise. Each party to the review may be accompanied or assisted by another person at the review, at that party's cost.

Written notice of the decision on review will be given to each party with the notice including reasons for the decision.

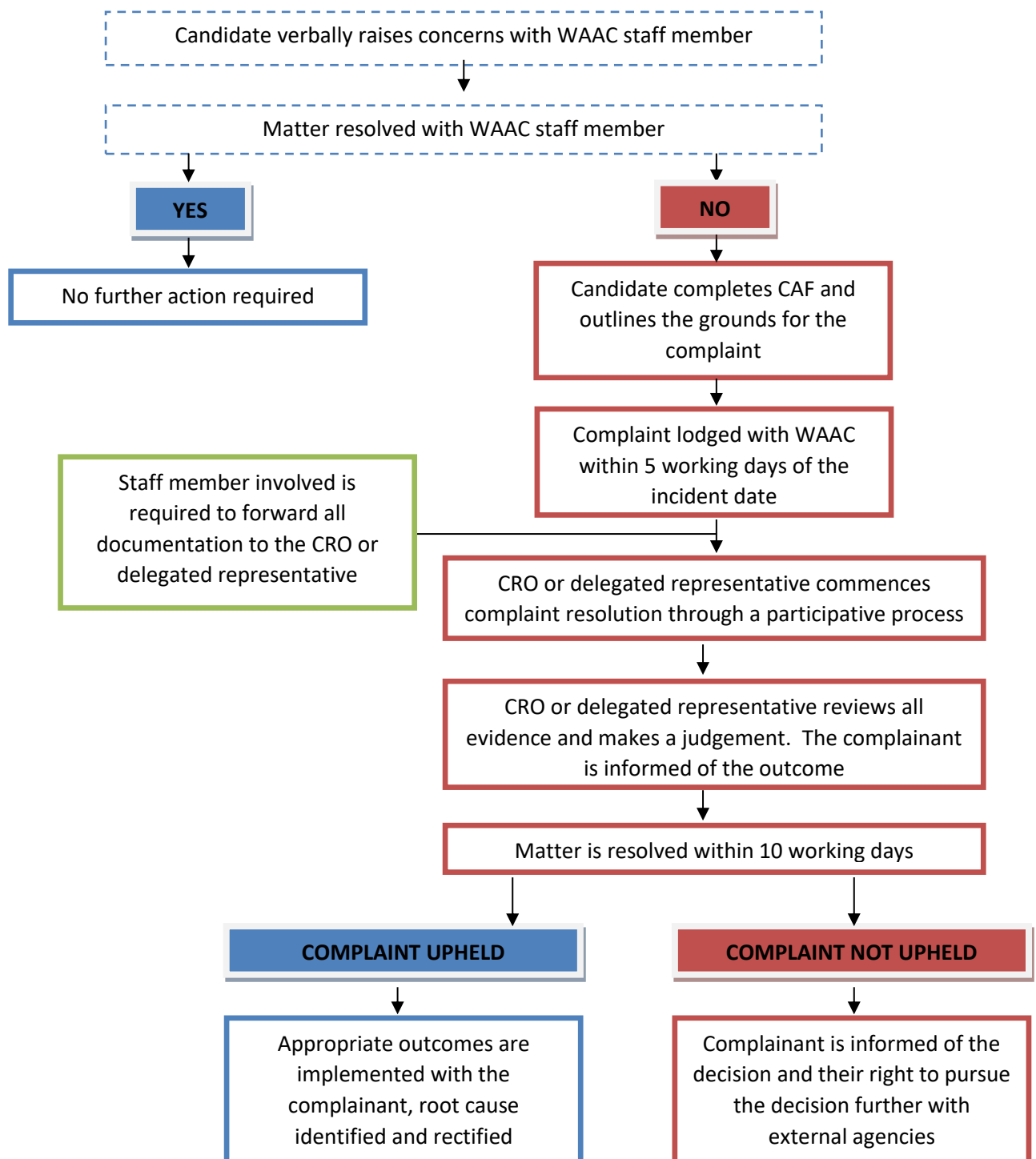
Administration

All complaints and appeals will be recorded in the Complaints & Continuous Improvement Register and discussed at Management Review Meetings for continuous improvement of the processes.

Appropriate records for all complaints and appeals will be kept for at least seven years.



Appendix A – Complaints Process





Appendix B – Assessment Complaints Process

