



Complaints and Appeals

Policy and Procedure

Purpose

This policy and procedure provide clear and practical guidelines to ensure that complaints and appeals received about the RTO, about and from students, trainers, staff and/or third parties can be resolved equitably and efficiently, and in accordance with the principles of natural justice.

Scope

This complaints and appeals policy and procedure will manage allegations involving the conduct of:

- Bega Garnbirringu Health Service (BGHS) – Nindila Training Centre, its trainers, assessors and other staff
- stakeholders and others
- a third-party providing services on the RTO's behalf, its trainers, assessors or other staff (where this may be relevant to its operations)
- a student of Nindila Training Centre

Definitions

Complaint - is any expression of dissatisfaction with an action or service of the Registered Training Organisation.

Appeal - is where a student or staff member or stakeholder of Nindila Training Centre or another interested party disputes a decision arising from a complaint, an assessment decision, or another decision made by the RTO.

Complaints and appeals can arise from matters of concern relating to:

- training delivery and assessment
- the quality of the training
- student support
- materials
- discrimination
- harassment

Policy

Bega Garnbirringu Health Service (BGHS) – Nindila Training Centre believes that a person, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, and without prejudice or fear of reprisal or victimisation.

The person has the right to present the complaint or appeal formally and in writing.

Nindila Training Centre will manage all complaints and appeals fairly, equitably and as efficiently as possible.

Nindila Training Centre will encourage the parties to approach the complaint or appeal with an open mind, and to resolve problems through discussion and conciliation.

Nindila Training Centre seeks to prevent complaints by ensuring high levels of satisfaction with its training and assessment, its performance as an RTO and with its public image.

If a complaint should arise, all staff are expected to be fair, courteous and helpful in all dealings with the person making the complaint or lodging the appeal, and to assist or refer where they can.

Where a complaint or appeal cannot be resolved through discussion and conciliation, Nindila Training Centre acknowledges the need for an appropriate external and independent person/party to mediate. The parties involved will be given the opportunity to formally present their case in an independent forum.

Confidentiality will be maintained throughout the process of making and resolving complaints/appeals. Nindila Training Centre seeks to protect the rights and privacy of all involved, and to facilitate the return to a comfortable and productive learning environment.

A copy of this Policy is available to the public, all stakeholders, students and staff via the BGHS – Nindila Training Centre website and is available in the Student Handbook. Information and contact details of external authorities who may be approached, is also included.

Procedure

Should a person have a complaint or appeal, the following steps are to be followed:

Discuss the issue directly with those involved to try and resolve it verbally.

If no resolution is reached, discuss the issue with the Clinical Educator of Nindila Training Centre to see if it can be resolved.

If this resolves the situation, the outcomes will be put in writing and signed by both parties. One of the two copies of the outcome will be placed on file with the Administration Assistant and securely stored.

If there is still no resolution, the person should put the following information relating to the complaint or appeal in writing to Manager of Nindila Training and BGHS Chief Executive Officer (CEO)

This **written notification** can be made using the Complaints Form or by email, letter or over the phone (with a dictation made by the RTO representative), and must include:

- A description of the complaint or appeal
 - A statement about whether the person wishes to formally present their case
 - Information about any prior steps taken to deal with the complaint or appeal
 - What they would like to happen to fix the problem and prevent it from happening again
1. A written acknowledgement of receipt of the complaint/appeal will be forwarded to the complainant within five working days.
 2. The Manager of Nindila Training and BGHS Human Resource Officer will either deal with the issue personally or arrange for it to be dealt with by a management representative. This process must commence within two working days from the time the Manager of BGHS Nindila Training and BGHS Human Resource Officer receives the **written notification**, and a response/resolution must be presented within 30 working days.
 3. The Manager of Nindila Training and BGHS Chief Executive Officer (CEO) will:
 - Undertake a preliminary enquiry to determine nature of the complaint/appeal
 - Inform other relevant parties (if necessary)
 - Provide all parties an opportunity to present their case (with a support person and/or parent/guardian if a student is under 18 years of age)
 - Discuss with the parties any resolution and any arrangements required by the RTO
 - Record the outcome of discussion on Nindila Training Centres Appeals Register
 - Provide the outcome in writing to the person (and other parties if relevant)
 4. Should the issue still not be resolved to the person's satisfaction, Nindila Training Centre will make arrangements for an independent party to resolve the issue and outline any costs that may be involved with this to happen to the person. The person will be given the opportunity to formally present their case. The time frame for this process may vary but should take no longer than 14 working days.
 5. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14-working day period. If the process is taking longer than 60 days from the complaint or appeal being received, the person will be notified in writing of the reason for the delay and kept informed of all progress.

6. If the person is still not happy with outcomes from the independent process, they may take their complaint to the VET Regulator – Training Accreditation Council Western Australia (TAC).

- Information about the process can be found at:

<http://www.tac.wa.gov.au/students/Pages/Complaints-against-RTOs.aspx>

7. From any substantiated complaints and appeals, the causes will be reviewed as part of the RTO's continuous improvement processes, and appropriate corrective action will be taken to prevent or reduce the likelihood of reoccurrence. Actions will be recorded on the Improvement Register.
8. Any complaint that is related to illegal activity, such as theft, assault etc., will be immediately referred to the appropriate authority.
9. All documentation relating to complaints or appeals will be stored securely as per the Records Management *Procedure*.
10. The Nindila Training Centre Manager will be personally responsible for the implementation and maintenance of the policy.