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## **Client Complaint and Appeal Policy and procedures** (G439-E)

### **Policy**

Each complaint, and appeal and its outcome must be recorded in writing.

Each appellant must be afforded the opportunity to formally represent their case and receive the outcomes in writing.

The provider will encourage the parties to approach a grievance with an open view and to attempt to resolve problems through discussion and conciliation.

Where a grievance cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent person or panel to mediate between the parties.

#### **1. Complaints associated with trainee assessment results**

The trainee complaints and appeals procedures relating to the delivery of training and/or the assessment of training outcomes, involves trainees initiating the following process:

- discussion with relevant trainer/trainee about grievance
- should this not be resolved, the grievance matter can be taken before the General Manager / Managing Director The appeal will be heard by an independent person or panel

Where appropriate, initial assessments may be reviewed and/or alternative assessment methods identified.

#### **2. Grievances between trainees and trainers**

The trainee should endeavour to resolve the grievance by discussing the matter with the trainer. If an appropriate outcome is not achieved, the appeal will be heard by an independent person.

## **Procedures:**

A staff member shall be assigned the responsibility of managing all client complaints and grievances, and the Complaints/Grievance Appeals Register which will allow identification and detail of the following issues: Refer CFS/503 (G597-D form)

- Name of appellant
- Submission date of complaint
- Nature of complaint
- Date/s when cause of complaint occurred
- Attachments (if applicable)
- Identity of who heard the appeal
- Determined Resolution
- Date of Resolution.
- Date of notifying appellant of outcome
- If the complaint or grievance has been conveyed by a student/trainee to the Skills Victoria office, the staff member is to fairly and equitably resolve the complaint within 5 working days.

All grievances should be approached with an open view and to attempt to resolve problems through discussion and conciliation with appropriate personnel.

The assigned staff member is to issue a copy of the Client Complaints and Appeals Policy and Procedure to all employees

The staff member documents any written grievance in the Complaints and Appeals Register and resolves the problem fairly and equitably within a nominated time frame

If the grievance is still unable to be resolved, the staff member contacts and arranges for an appropriate external and independent person or party to hear the complaint

## **Appeals**

- Upon the resolution of a complaint or grievance, the client/student may wish to dispute the outcome of a resolution/assessment and seek a reassessment. All appeals are requested to be submitted in writing
- If the appeal is in respect of an assessment, the staff member arranges for a reassessment to occur within a reasonable timeframe by an independent third party assessor, and to enable the appellant to formally present his/her case. This is designed to ensure fairness and consistency and underpins the continuous improvement process
- If the appeal is to dispute the outcome of a grievance other than an assessment, the staff member consults with the CEO, and the appeal will be scheduled to be heard by an independent person or panel inviting the appellant to formally present their case
- Upon a decision being made, the staff member arranges for the appellant to be provided with a written statement of the appeal outcomes, including reasons for the decision. All decisions are to be documented by the staff member responsible in the Appeals Register.



**Student Complaints and Appeals Form**

Section A: Contact Details of Student

Name: .....

Student No: .....

Course: .....

Contact Details:

Address: .....

.....

Phone: H ..... Mob .....

Email: .....

Signature: ..... Date: .....

**OFFICE USE:**

Received By: ..... Date: .....

Grievance Number: .....

A copy of this form showing date of receipt must be given to the student.

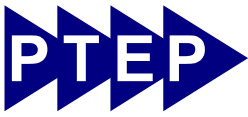
Dispute heard by [person or panel]:

Name: (please print) ..... Signed ..... Date .....

Name: (please print) ..... Signed ..... Date .....

Name: (please print) ..... Signed ..... Date .....

Name: (please print) ..... Signed ..... Date .....



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**Student Complaints and Appeals Form**  
**Section B: Complaints and Appeals**

Please describe your grievance fully, including any relevant background and previous actions you have taken to try to get the matter resolved.

Attach extra pages as necessary. Please list number of pages attached

**Your Grievance:**



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**Student Complaints and Appeals Form**  
**Section C: Outcome**

To be completed by the Training Manager / .....

- a) Complaint Resolved?
  
- b) Outcome Implemented, with Notice of Finding given to appellant in writing?
  
- c) Student satisfied with outcome?
  
- d) Recorded as completed in Complaints and Appeals Register [CFS/503](G597-D form)?

Signed: .....

Name: .....

Date: .....