

Complaints & Appeals Policy and Procedure

Purpose:

This policy and procedure is to provide clear and practical guidelines to ensure that complaints of students and staff can be resolved in accordance with the principles of natural justice, equitably and efficiently.

Scope:

This complaints policy applies to all students and staff enrolled with Technical Advanced Training

Procedure Owner:	CEO - TECHNICAL ADVANCED TRAINING
Procedure Author:	Aydin Tat
Policy Reference(s):	VRQA GUIDELINES FOR VET PROVIDERS

Complaints and appeals include but are not restricted to matters of concern to a student or staff relating to training delivery and assessment; the quality of the training; student support and materials; discrimination; and sexual harassment.

Natural Justice is concerned with ensuring procedural fairness:

- ✚ Decisions and processes should be free from bias.
- ✚ All parties have the right to be heard.
- ✚ The respondent has a right to know of what He / She is accused
- ✚ All parties are told the decision and the reasons for the decision.

Policy:

Technical Advanced Training believes that a student or staff member who has a complaint has the right to raise the complaint and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation. The student has the right to present the complaint / complaint / appeal formally as well as in writing.

Technical Advanced Training will manage all complaints fairly, equitably and efficiently as possible. It will encourage the parties to approach the complaint with an open mind and to resolve problems through discussion and conciliation. Where a complaint cannot be resolved through discussion and conciliation, Technical Advanced Training acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

Technical Advanced Training has retained the mediation services of the Victorian Department of Justice and or the Victorian Registration and Qualifications Authority (VRQA):

Victorian Department of Justice Dispute Settlement Centre of Victoria (DSCV), Level 4, 456 Lonsdale Street, Melbourne. Ph: 1300 372 888	VRQA Level 4 Casselden 2 Lonsdale Street Melbourne Vic 3000 Ph: 1300 722 603
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Confidentiality should be maintained throughout the process of making and resolving complaints. Technical Advanced Training seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive work environment.

All students and staff (trainers) will be provided with a copy of the Complaint Policy and Procedure in their information folders. The information will also contain details of external authorities that they may approach.

Procedure Measures

Procedure Measures	Target
Inclusion of process and guidelines	Ongoing
Informal process also captured in procedures	Ongoing

Distribution

1. Technical Advanced Training CEO
2. Technical Advanced Training GM
3. Required Technical Advanced Training Staff

VRQA GUIDELINES FOR VET PROVIDERS

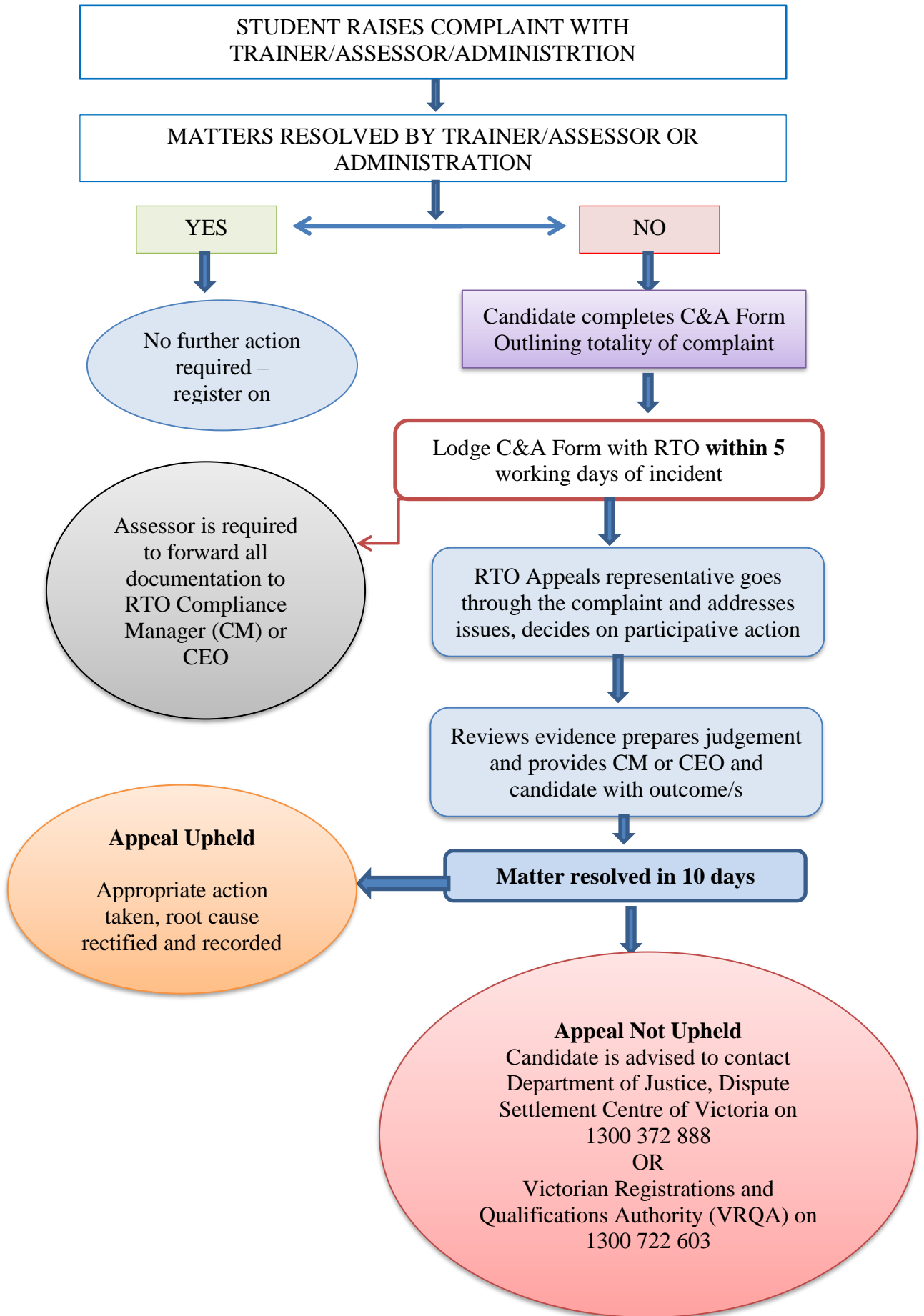
Student Learning Outcomes and Welfare Services

These measures have been designed to ensure that students are provided with better support service and have better experiences living, studying and working in Victoria.

Teaching, Learning and Assessment

These measures have been designed to ensure that students have access to appropriate learning resources, are taught by fully qualified staff and attend institutions where the buildings and equipment meet all regulatory standards.

COMPLAINTS AND APPEALS PROCESS



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Procedure Instructions

No.	Activity	Responsibility	Supporting Documents
1.	Student / Staff raises complaint with Trainer / Assessor or Administration	All Staff	
2.	Matter resolved by Trainer / Assessor or Administration.		
3.	If resolved, no further action required.		
4.	The student or staff should put the following information relating to the complaint in writing: <ul style="list-style-type: none"> • description of the complaint / complaint / appeal, • state whether you wish to formally present your case, • steps you have taken to deal with it, • what you would like to happen to fix the problem and prevent it from happening again. 	All staff – reporting to CEO	G:shared/compliance and appeals
5.	The student brings the complaint to the attention of the enterprise training contact. In most instances this will be the Trainer.		
6.	If it is a staff member making the complaint then he / she will bring the complaint to the attention of the Compliance Manager.		
7.	If the complaint is not dealt with to the student's satisfaction, He / She may bring it to the attention of the Training Manager. The Compliance Manager will either deal with the issue personally or arrange for it to be dealt with by a management representative. The first two steps should be completed within a timeframe of one week.		
8.	Should the issue still not be resolved to the student's satisfaction, Technical Advanced Training will make arrangements for an independent external person to resolve the issue. The student will be given the opportunity to formally present his or her case.		Refer to flowchart
9.	All parties involved will receive a written statement of the outcomes, including reasons for the decision.		
10.	All documentation relating to complaints / complaints / appeals should be archived for audit purposes.		
11.	Technical Advanced Training, Compliance Manager or CEO will be person responsible for the implementation and maintenance of the policy.		

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