



COMPLAINTS AND APPEALS POLICY AND PROCEDURE

Academic and Non-Academic

At Regional Skills Training we are committed to providing a pleasant and safe work environment for all employees, clients and visitors. We acknowledge, however, that things do not always go smoothly and that employees and clients can sometimes feel aggrieved about things that are happening. An employee may have a complaint and/or appeal about a decision, behaviour, act or omission (whether by management or other staff) that they feel is unfair, discriminatory or unjustified; and a client may have a complaint and appeal about information or service with which they have been provided.

This item provides a procedure by which an employee or client may have their complaints and/or appeals addressed.

The following are the key elements of the Regional Skills Training Complaints and Appeals handling procedure:

- *Impartiality* – If a complaint and/or appeal is made, it will be investigated in a fair and impartial manner. No judgements or assumptions will be made and no action will be taken until the investigation is complete. If a complaint is made against an employee, their rights will be protected and they will be given an opportunity to give their side of the story.
- *Confidentiality* – The complainant and/or appeal may feel secure that Regional Skills Training will maintain the level of confidentiality that the complainant requires.
- *Victimisation* – Management will make every endeavour to ensure that a Complainant or Respondent is not victimised or discriminated against in any way. If any form of victimisation or discrimination does occur, appropriate action will be taken.
- *Timeliness* – Each complaint and/or appeal will be dealt with immediately and finalised within as short a time period as possible. Every endeavour will be made to ensure that all complaints are finalised within two weeks.
- *Location* – Complainants are entitled to access the grievance procedure regardless of training location, the complainant’s place of residence or mode of study (if applicable).
- *Presentation* – The Complainant and any respondent will have the opportunity to present their case at each offstage of the procedure.
- *Representation* – The Complainant and any Respondent have the option of being accompanied/assisted by a third person (such as family member, friend or counsellor if they desire).
- *Recording* – At all stages of the process, discussions relating to grievances and appeals will be recorded in writing. Reasons and full explanation in writing for decisions and actions taken as part of the procedure will be provided to the Complainant and/or any Respondent.
- *Records* – Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored at Regional Skills Training Pty Ltd, 193 Broster Road, Maitland SA 5573. Parties to the complaint may access the records, but strictest confidentiality will be maintained.
- *Costs* – A Complainant shall have access to the internal stages of the grievance procedure at no cost. Costs for an external appeal will be shared equally by Regional Skills Training and the Complainant.

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<i>Version</i>	2.1	<i>Revision</i>	1 st Issue	2 nd Issue	Page 1 of 2
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Formal Complaints Procedure

Stage One

Formal complaints should be submitted in writing to the Office Manager at Regional Skills Training, PO Box 134, Arthurton SA 5572. The Complainant is welcome to include suggestions about how the grievance might be resolved.

The Office Manager will assess the complaint, determine the outcome and advise the Complainant in writing of their decision within 10 working days.

The Complainant will be advised of their right to access Stage Two of the procedure if they are not satisfied with the outcome of Stage One.

Stage Two

If the Complainant is not satisfied with the outcome of the Stage One they may lodge an appeal in writing with the CEO at Regional Skills Training, PO Box 134, Arthurton SA 5572

The Complainant's appeal will be determined by the CEO who will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision within 10 working days.

The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

Stage Three

If the Complainant is not satisfied with the outcome of their appeal then an independent mediator will be sourced by Regional Skills Training through LEADR, The Association of Dispute Resolvers.

Costs of such mediation will be shared equally by Regional Skills Training and the Complainant. Mediation services are approximately \$400 for the first 4 hours and \$125 per hour thereafter. These prices are a guide only and are subject to change without notice.

If the Complainant remains unsatisfied with the outcome of the mediator's decision, then they may contact the Australian Skills Quality Authority (ASQA) For more information and contact details please visit: <http://www.asqa.gov.au/complaints/complaints.html>

Regional Skills Training agrees to be bound by the recommendations arising from the external review of the complaint and the CEO will ensure that any recommendations made are implemented within 30 days of receipt of the recommendations.

Publication

This Complaints and Appeals Policy and Procedure will be made available to students and those wishing to enrol with Regional Skills Training through publication on our website (<http://www.regionalskillstraining.com/>)

This Policy and Procedure was agreed to and ratified by the company's sole Director on 4th November 2014.

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