



## COMPLAINTS AND/OR APPEALS PROCEDURE

The purpose of this procedure is to ensure effective management and processing of complaints and/or appeals. Complaints and/or appeals may come from various sources i.e. stakeholders, learners, clients and/or trainers and assessors.

Generally, appeals are normally associated with the learner who has doubts about the reliability and the fairness of the assessment they have undertaken and wishes to discuss options to ensure they have a fair go.

It is generally accepted that best practice occurs when a complaint and/or appeal can be resolved in the first instance by the assessor and/or supervisor, this is the preferred option. However, if a solution cannot be found, accessing the process below enables the complainant and/or appellant in conjunction with a Regional Skills Training staff member the right to access further investigations into the issue and ensures all aspects of the issue are recorded, processed and reported.

<b>Name of Complainant/Appellant</b>			
<b>Date of Initial Meeting</b>			
<b>Training Program Enrolled</b>			
<b>Complaint    or    Appeal    (please circle)</b>			
<b>Focus of Complaint and/or Appeal</b>	<b>Y</b>	<b>N</b>	
<i>Training and Assessment Delivery Complaint</i>			
<i>Assessment Appeal</i>			
<i>Access and Equity</i>			
<i>Safety Issue</i>			
<i>Trainer and/or Assessor</i>			
<i>Issuance of Qualification/Statement of Attainment</i>			
<i>Other (Please specify)</i>			

**Provide detailed description of complaint and/or appeal (attach supporting documents):**

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<i>Location</i>		<i>Dates</i>	01/02/2012			

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	Yes	No	Date
Has the complainant/appellant been to the trainer, assessor or relevant staff member to discuss the issue?			
If not, why not?			
Office Manager to investigate complaint and/or appeal and recommend appropriate action within 10 working days.			
If the complaint and/or appeal has been resolved, sign off.			
If about a person, CEO or Office Manager to inform the person to seek their views.			
If the complaint and/or appeal has been resolved, sign off.			
Office Manager to organise mediation if required.			
Office Manager to inform complainant and/or appellant of outcomes of mediation within 5 working days.			
If the complaint and/or appeal has been resolved, sign off.			

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	Yes	No	Date
If complaint and/or appeal still unresolved, complainant and/or appellant to write to CEO within 10 days of mediation outcomes.			
CEO to give all relevant parties opportunity to present their case.			
Outcome in writing to complainant and/or appellant within 10 working days and other affected personnel.			
If the complaint and/or appeal has been resolved, sign off.			
If complaint and/or appeal is unresolved, identify an outside party agreeable to all parties to complete an investigation with all parties agreeing to abide by the recommendations.			
All relevant data recorded on file and copy forwarded to Administration.			

<b>Signature of Office Manager</b>	
<b>Signature of Complainant and/or Appellant</b>	
<b>Date of Resolution</b>	

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