

COMPLAINTS AND APPEALS POLICY AND PROCEDURE

Introduction

This Complaints and Appeals Policy and related procedure are designed to ensure that Numurkah Community Learning Centre Inc.(NCLC) responds effectively to individual cases of dissatisfaction. This policy outlines NCLC's approach to managing complaints and appeals and ensures that all participants and other stakeholders are aware of the steps to take to have their dissatisfaction addressed appropriately.

This policy provides an avenue for all complaints and appeals to be addressed in a fair, efficient and confidential manner.

Policy and Procedure

Complaints

Complaints are the expression of the dissatisfaction with the quality or any aspect of the business operations and service, including nuisances, discrimination or similar against another person, inclusive of participants, staff and contractors.

The following are examples of issues for which participants may lodge a complaint:

- enrolment
- training delivery
- training and/or assessment, including recognition of prior learning
- any other activities associated with the delivery of training and assessment services
- issues such as discrimination, sexual harassment, participant amenities, etc.

Participants with a complaint are encouraged to raise the matter directly with a NCLC staff member and attempt an informal resolution.

Should the complaint remained unresolved after informal resolution has been attempted then the participant must lodge their complaint in writing to the Training Services Manager. The participant has the right to present the complaint formally as well as in writing. The Training Services Manager will arrange a meeting with the complainant (and/or representative) where the complaint will be discussed and a resolution attempted. The outcome of the meeting will be documented in writing and signed by both the complainant and the Training Services Manager. Any substantiated complaint is to be rectified by NCLC within twenty (20) days.

If a participant is dissatisfied with the outcome of the complaint meeting then they may write to the Chief Executive Officer stating that an appeal is being sought. This will commence the appeals process.

Participants, after having firstly accessed the internal complaints process, may access an external complaints process at their own cost. Options available to participants include:

- Australian Skills Quality Authority www.asqa.gov.au
- Consumer Affairs Victoria www.consumer.vic.gov.au

O:\NCLC CURRENT\RTO Documents\Policies and Procedures\P1002 Complaints and Appeals Policy and Procedure.docx			P1002
Approved D.Fowler	Created 27/01/15	Revised	Version 1.0
			Page 1 of 2

Appeals

Appeals are defined as a request to reconsider a decision that has been made by NCLC. They may be appeals against the outcome/decision of a complaint, appeals against assessment decisions and appeals against disciplinary action.

A participant has the right to formally present the appeal as well as in writing.

When a participant lodges a formal appeal, NCLC will appoint an independent person or body to conduct the appeal and propose a final resolution.

Participants have the right to appeal against academic decisions made by NCLC. Appeals against assessment decisions or other academic matters must be lodged within 14 days of the original decision being made.

An alternative assessor, selected by NCLC, will give participants appealing an assessment outcome one opportunity for reassessment. The cost of this reassessment will be covered by NCLC.

Should the appellant remain dissatisfied with the reassessment outcome, and by providing a valid reason or additional evidence, they may access advice from an external body however NCLC will not cover any associated costs.

Appeals against any decisions of a non-academic matter will be referred to the Dispute Settlement Centre of Victoria (DSCV) www.disputes.vic.gov.au and the DSCV appeals procedure will be followed. The appellant will be responsible for all associated costs.

The appeal must be documented in writing and signed and dated by the appellant, second assessor or mediator and by NCLC senior management. The outcome of the appeal and reason/s for the decision must be documented in writing and provided to the appellant.

Where an appeal is substantiated it must be rectified by NCLC within twenty (20) days.

All formal complaints and appeals must be recorded on NCLC's Complaints and Appeals Register which will be regularly reviewed by management to inform continuous improvement processes.

A written record of all complaints and appeals including outcomes conducted under this policy will be retained by NCLC for a period of five years to allow all parties to the complaint or appeal appropriate access to their records.

All records relating to complaints and appeals will be treated as confidential and will be covered by NCLC's Privacy Policy.

Nothing in this policy and related procedure overrides any state or national law or regulation.

Responsibility

It is the responsibility of the Coordinator to ensure all employees, independent contractors, volunteers, students and any other members of the public are aware of this Policy and its Procedures.

Related Documents

- Access and Equity Policy
- Record Keeping Policy
- Complaints and Appeals Register
- Enrolment Policy
- Privacy Policy
- Discrimination and Harassment Policy
- Suspension, Expulsion and Withdrawal Policy

O:\NCLC CURRENT\RTO Documents\Policies and Procedures\P1002 Complaints and Appeals Policy and Procedure.docx				P1002
Approved D.Fowler	Created 27/01/15	Revised	Version 1.0	Page 2 of 2

- Legislation Policy

O:\NCLC CURRENT\RTO Documents\Policies and Procedures\P1002 Complaints and Appeals Policy and Procedure.docx				P1002
Approved D.Fowler	Created 27/01/15	Revised	Version 1.0	Page 3 of 3