

3. Complaints and Appeals Procedures

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| Governing policy: | CONTINUOUS IMPROVEMENT | | |
| Associated Documentation | Record of Student Complaints and Appeals Continuous Improvement Log | | |
| Records: | Nil | | |
| Definitions: | Nil | | |
| Approval date: 23/05/2018 | Implementation Date: 23/05/2018 | Approved by: CEO | |
| Next review date: 23/05/2019 | | | |

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Complaints - Procedure

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| | Action | Action by | By when | Notes |
|---|--|-----------------------------|-----------------|--|
| 1 | In the event of a student wishing to lodge an appeal or complaint, an approach, either formal or informal, will initially need to be made by the student (or a nominated representative chosen by the student) to their trainer/assessor, or other Parker Brent staff member | Student | 24 hours | Any formal complaint should be forwarded in writing to Parker Brent using the 'Record of Student Complaints and Appeals' form to the CEO Complaints and Appeals Procedure (on Website and Continuous Improvement Procedures) Record of Student Complaints and Appeals (on Website and Student Forms) |
| 2 | All attempts will be made by Parker Brent to resolve the complaint internally with all parties involved | Parker Brent Representative | Within 48 hours | The complaint is reviewed and possible outcomes discussed with the student. Where an agreed outcome is reached, this is documented on the Record of Student Complaints and Appeals form and signed off by both the CEO and Student and a copy will be given to the student, a copy placed on the student's file and the original will be kept in the complaints and appeals folder. |
| 3 | If, however, the complaint cannot be resolved internally, the matter will be referred to an independent third party | CEO | Within 14 days | Matter will be referred to: Dispute Settlement Centre of Victoria 4/456 Lonsdale St Melbourne VIC 3000 Tel: 1300 372 888 Parker Brent will allow the client to be represented by a third party in any subsequent discussion. |

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| | | | | <ul style="list-style-type: none"> ○ From January 2015, students are able make a complaint via the National Training Complaints Hotline 133 873 or ○ Make a complaint to the VRQA by completing online complaints forms, completing the printable complaint form and post/fax to the VRQA or writing a letter and post/fax to the VRQA ○ Complaints to the VRQA must be made in writing. If, for reason of disability you cannot make a complaint in writing, you can make a complaint by phone or in person. |
| 4 | The outcome is agreed, recorded and acted upon | CEO | Upon a decision being agreed upon | The agreed outcome is documented on the Record of Student Complaints and Appeals form and signed off by both the CEO and Student. A copy is to be given to the student, a copy placed on the student's file and the original kept in the complaints and appeals folder. |

Guiding notes: **Action** should be logical, task-based & sequential; **Action by** is the person responsible for carrying out the task; **By when** ought to be specific in terms of when the action should be carried out; and the **Notes** column is for additional information that might be useful

Appeals - Procedure

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| | Action | Action by | By when | Notes |
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| 1 | If a student wishes to appeal their assessment result, they may first discuss the issue with the trainer/assessor or another staff member at Parker Brent. | Trainer/Training Manager CEO | | If the student would like to proceed further with the request after discussions with the trainer/assessor, a formal request must be made in writing outlining the reason(s) for the appeal using the 'Record of Student Complaints and Appeals' form. This must be forwarded to the Training Team within 14 days of the student receiving their assessment results. |
| 2 | Each appeal will be heard by an independent person or panel. | CEO | | Every effort is made to ensure a satisfactory outcome for both the student and Parker Brent. Each person has an opportunity to formally present his or her case and is given a written statement of the appeal outcomes, including reasons for the decision. |
| 3 | Should the outcome not be acceptable to the student, they will be informed, in writing, of the opportunity to lodge a complaint with the VRQA. | CEO | | |

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