



# Complaints and Grievance Appeals Policy

## 1. Purpose

This policy is based on providing and maintaining training services that are fair and reasonable and afford a forum where issues or inadequacies can be resolved. This process provides opportunity for complaints and appeals to be forwarded to Asset Training management in a timely and confidential manner. Asset Training's *Complaints and Grievance Appeals Policy* is available to the public upon request.

This policy relates to the following issues:

- Training received
- Training delivery
- Assessment process for units of competency
- Asset Training assessor/trainer conduct actions
- Asset Training employees conduct actions
- Racial discrimination
- Sexual discrimination
- Racial hatred
- Disability discrimination
- Human rights and equal opportunity
- Workplace harassment, victimisation and bullying
- Service received
- Workplace Health & Safety (WHS)
- Other matters that you have a complaint or Grievance in regard to

The policy relates to the way clients and training participants are to be treated in relation to their application to participate in, and their subsequent participation in, a training program/course/qualification. In addition, the policy also relates to Asset Training employees conduct and actions employed by this organisation.

The purpose of this policy is to promote access and equity and to eliminate all forms of unjust discrimination in training programs/courses/qualifications conducted by this organisation, and amongst staff within this organisation.

## 2. Scope

The Director Russell Allie of Asset Training is the Complaints Resolution Officer, unless in the case the complaint relates to the Director then the Complaints Resolution Officer will be the Asset Training

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Coordinator Liz Sheppard to ensure no conflict of interest. The Director may delegate responsibility for the resolution of the complaint if deemed necessary for any other situation or conflict that may arise. All Complaints and Grievance Appeals which are made to Asset Training are kept confidentially and records and outcomes and securely maintained.

The object of this policy is to ensure that Asset Training employees act in a professional manner at all times. This policy provides clients and participants with a clear process to register a formal complaint or appeal. It ensures all parties involved are kept informed of the resulting actions and outcomes.

### **3. Procedure**

#### **3.1 Complaints and Appeals**

If a client or a participant has a complaint they are encouraged to speak immediately with the Asset Training assessor/trainer or an employee to resolve the issue. If the complainant is not satisfied that the issue has been resolved they will be asked to complete a Corrective Action Form available from either the Asset Training assessor/trainer or administration employee. Asset Training will then investigate the complaint and advise the complainant of the outcome.

If the complainant is not satisfied with the outcome they may write to the Asset Training Director, setting out in detail the issue of concern. This may lead to occasions where an industry-training representative may be invited to act as an objective party in order to negotiate a satisfactory resolution.

If a participant is not comfortable with disclosing a complaint then they can call the National Training Complaints Hotline on 1800 000 674 and lodge the complaint with them. They will advise the participant of what actions may be required to deal with the complaint. They can also call The Australian Skills Quality Authority (ASQA) on 1300 701 801 which is the national regulator for the vocational education and training (VET) sector services provided and standards they must provide.

#### **3.2 Complaints Process**

All complaints shall follow the below procedure:

- a) Made in writing where possible within 5 days of the incident using the Complaints and Grievance Appeals Form (CGAF)
- b) A submitted CGAF will constitute a formal complaint from the participant
- c) The Director must be informed of receipt of all complaints
- d) The Director may delegate responsibility for the resolution of the complaint
- e) In the case of a complaint, the Director will initiate a transparent, participative investigation to identify the issues
- f) Assessment complaints will be processed in accordance with the Appeals Procedure - Annex A
- g) Complaints where possible are to be resolved within 10 working days of the initial application. If the process will take more than 10 working days, Asset Training will advise the individual who lodged the complaint in writing, including reason and will provide regular updates on the progress of the matter.
- h) In all cases the final conclusion will be assessed by the Director

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- i) The Participant will be advised in writing of the outcome of their complaint
- j) If the outcome is not to the satisfaction of the Participant, they may seek an appointment with the Director
- k) If the participant is not satisfied with the decision they have the option to seek outside assistance to pursue the complaint
- l) All complaints will be handled as Employee-In-Confidence and will not affect or bias the progress of the participant in any current or future training

#### 4. Appeals

Asset Training strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.

##### 4.1 Appeals Process

All appeals shall follow the below procedure:

- a) Be made in writing within 5 days of notification of the assessment decision using the CGAF
- b) A submitted CGAF will constitute a formal appeal from the participant
- c) The Director shall be informed of receipt of any appeal
- d) The Director may delegate responsibility for the resolution of the appeal
- e) In the case of an appeal, the Director will initiate a transparent, participative process to deal with the issues at hand
- f) Appeals will be processed in accordance with the Appeals procedure – Annex B
- g) Appeals where possible are to be resolved within 10 working days of the initial application
- h) In all cases the final conclusion will be endorsed by the Director
- i) The participant will be advised in writing of the outcome of their appeal
- j) If the outcome is not to the satisfaction of the participant, they may seek an appointment with the Director
- k) If the participant is not satisfied with the decision they have the option to seek outside assistance to pursue the appeal
- l) All appeals will be handled as Staff-In-Confidence and will not affect or bias the progress of the participant in any current or future training

#### 5. Administration

All complaints and appeals will be discussed at Management Review Meetings for continuous improvement of the processes.

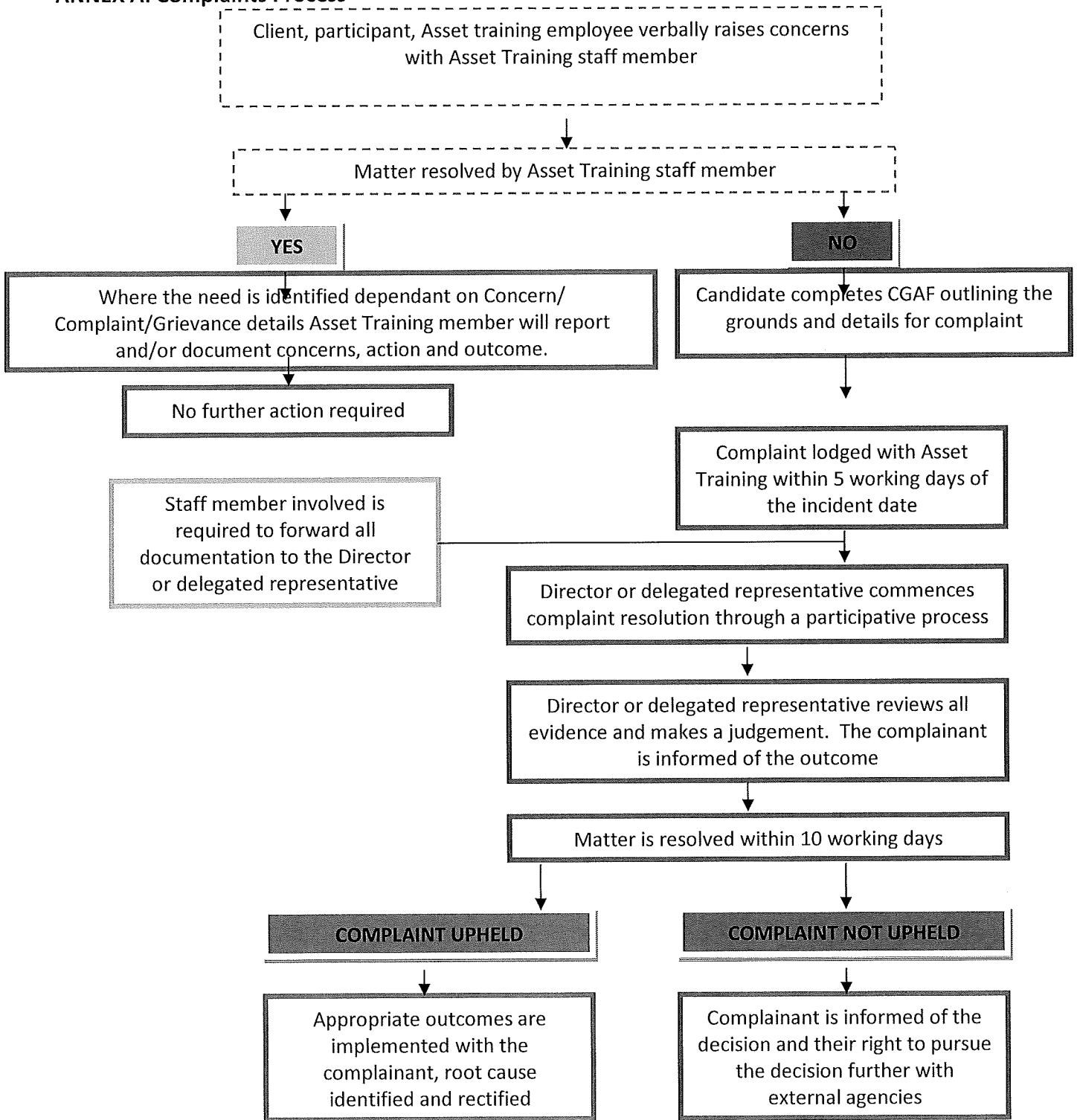
All Complaints and Appeals are to be held on file including action that arose from complaint and findings.

Details concerning the scope of the Complaints and Appeals Policy are to be clearly displayed throughout the organisation and contained within the Employee Induction Process and explained to all clients and participants.

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**ANNEX A: Complaints Process**



## ANNEX B: Appeals Process

