

Grievance, Complaints and Appeals

Responsible Officer	
Approved by	CEO
Review by	Joanne Cornelius
Last Reviewed	Aug 2017
Next Reviewed	Aug 2018

1. Purpose

1.1 Scope

The grievance, complaints and appeals policy of L. P. COMMUNICATIONS shall ensure that all grievances, complaints and appeals are dealt with in a confidential, constructive and timely manner.

2. Audience

2.1 RTO Stakeholders, Employees and L. P. COMMUNICATIONS students

3. Definitions

Assessment	Means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.
ASQA	Australian Skills Quality Authority; national vocational education and training regulator.
Competency	Means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.
Course	A program leading to the granting of a statement of attainment or qualification.
Student	Means an individual who is receiving, responding to and processing information in order to acquire and develop competence. This incorporates the processes of preparing and presenting for assessment
Units of competency	Mean the specification of the standards of performance required in the workplace as defined in a training package.
HESG Funding/VTG	Victorian Training Guarantee is a Government initiative to provide subsidised training to eligible participants.

<p>Learning</p>	<p>Means the process followed by a learner. There are three types:</p> <p>Formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of a formal qualification or award (for example, a certificate, diploma or university degree);</p> <p>Non-formal learning refers to learning that takes place through a structured program of instructions, but does not lead to the attainment of a formal qualification or award (for example, in-house professional development programs conducted by a business); and</p> <p>Informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).</p>
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4. Policy Statement

The grievance, complaints and appeals policy of L. P. COMMUNICATIONS shall ensure that all complaints are dealt with in a constructive and timely manner.

The grievance, complaints or appeals could be:

- Student attendance
- Academic progress, including review of assessment decisions
- Curriculum matters
- Awards, and
- Non-academic matters including
 - Harassment
 - Vilification
 - Discrimination
 - Financial
 - Fines and payments
 - Application procedures
 - Exclusion form events and facilities

The grievance, complaints or appeal could be from an internal or external client and must be dealt with in a confidential manner at all times. Whenever possible the matter should be resolved in-house however on occasions this may not be possible.

If the matter is rectified using internal resources there will be no cost passed on to the complainant. If an external consultant is required to be engaged from external sources a cost may be incurred, this cost may vary dependant on the consultant engaged but will not exceed \$200 per session.

External consultants who may be engaged *could* consist of:

- Workplace Conflict Resolution
<http://www.workplaceconflictresolution.com.au/>
- HR4Business <http://hr4business.com.au/Home.php>

All grievances, complaints and appeals shall be reported in the weekly operations meeting and a '[Client Grievance, Complaints and Appeals form](#)' shall be raised and recorded on file, detailing the actions required to arrive at satisfactory resolutions of each complaint.

After all internal processes have been accessed to resolve the matter the complainant may choose to take the matter further to the respective governing body.

5. References

Standards for Registered Training Organisations (RTOs) 2015

Standard 6. Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively

- 6.1 The RTO has a complaints policy to manage and respond to allegations involving the conduct of:
- a) the RTO, its trainers, assessors or other staff;
 - b) a third party providing services on the RTO's behalf, its trainers, assessors or other staff; or
 - c) a learner of the RTO.
- 6.1. The RTO has an appeals policy to manage requests for a review of decisions, including assessment decisions, made by the RTO or a third party providing services on the RTO's behalf.
- 6.2. The RTO's complaints policy and appeals policy:
- a) ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process;
 - b) are publicly available;
 - c) set out the procedure for making a complaint or requesting an appeal;
 - d) ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable; and
 - e) provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.
- 6.3. Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO:
- a) informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
 - b) regularly updates the complainant or appellant on the progress of the matter.
- 6.4. The RTO:
- a) securely maintains records of all complaints and appeals and their outcomes; and
 - b) identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.
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6. Procedure

All client grievances, complaints and appeals must refer to L. P. COMMUNICATIONS policies which apply regardless of training site at which the grievance has arisen, be it formal or informal training, for:

- Study mode
- Student seeking to enrol, or
- Current student

The complainant may have a third party to assist them in any relevant meetings and will receive in writing details of the decision outcome of all internal proceedings at no cost to the complainant. However there will be a cost of no more than \$200.00 if an external independent mediator is required.

All documentation arising from the grievance, complaint or appeal will be recorded and held for 5 years and access to these records will be available on application within 10 working days subject to confidentiality. Initially on employment during the induction process, and yearly thereafter, all L. P. COMMUNICATIONS Staff are formally trained in the adherence to all policies and procedures.

Outcomes implementing this policy and procedure will be reviewed for continuous improvement practices by the senior management team annually. This procedure is a 5 stage process as outlined over the page in the Grievance Procedure Flow Chart.

L P Communications accepts lodgment of complaint and appeals up to 3 months after the incident Date has occurred to allow time for the applicant to use this system. However complaints logged after 3 months of the incident will required acceptance by the CEO. This will ensures timely application of any issues for L P Communication will be implemented

During the initial review or investigation stage we may need to clarify further documentation or conversation with you to assist us in resolving your complaint. L P Communication will provide feedback to the applicant of their initial lodgment received within 48 hours and verbal dialogue through each stage of the process.

The complaints procedure is designed to be completed within 30 working days however, if the lodged complaint process exceeds 30 working days L P Communications will notify the applicant in writing of the progress and issues arising that are challenging the timely action of the complaints process.

The Grievance Procedure Flow Chart

1. Initial information complaint informal stage

Student approaches the trainer or Student Support team to have the complaint dealt with and resolved

Complaint resolved within 5 working days

Yes

No further action required

No

Stage 2 Formal Complaints – Student completes the Client Complaint Form which is with logged the RTO Manager – Email sent to acknowledge lodgement within 48 hours

Complaint resolved within 5 working days

No

Stage 3 Internal Review – Grievance forwarded to the CEO

Yes

Complaint resolved within 10 working days

Yes

No further action required and paperwork is filed with the CEO

No

Stage 4 External Review – Independent party

Complaint resolved within 10 working days

Yes

No further action required and paperwork is filed with the CEO

No

Stage 5 Direct students to

<https://rms.asqa.gov.au/registration/newcomplaint.aspx>



Client Grievance, Complaints and Appeals Form

Instructions to Clients

- 1 Complete this form and submit to the Student Counsellor as soon as possible.
- 2 Clearly state the nature of your complaint and clearly indicate what you have done to resolve the issue yourself.
- 3 All complaints will be treated seriously and you may be required to discuss the complaint with Management of L. P. COMMUNICATIONS.
- 4 You will be formally notified of the outcome of your complaint.

Surname

Given name/s

Describe your complaint

What action have you taken to try and resolve this complaint?

Do you have a suggested remedy to the problem?

To be completed by RTO Manager

Agreed Action (mutual between client and RTO)

Outcome (has the issue been resolved or is further action required)

I hereby declare that the information provided on this form is true and correct.

Client's Signature _____ Date _____

RTO Manager's Signature _____ Date _____