

29. STUDENT'S COMPLAINTS & APPEALS POLICY & PROCEDURE

This procedure has been developed and implemented to ensure that GTPS has an efficient and effective complaints and appeals management process to allow you to express any concerns you may have that relate to the nationally recognised training programs we offer

In addition, this procedure outlines the process by which GTPS will continuously improve the quality of services based on information gained from complaints and appeals from this process

Definitions

Complaint

A complaint is any expression of dissatisfaction with an action, product or service by you

Complaints Process

A process by which you may raise a concern about the conduct of:

- a) the RTO, its trainers, assessors or other staff;
- b) a third-party providing services on behalf of GTPS, its trainers, assessors or other staff; or
- c) a fellow student

Appeals

A process whereby you may request the review of a decision made by us or a third-party providing services on our behalf. The decision made by us or a third party may be an assessment decision or may be about any other aspect of our operations. An appeal is generally an escalation of a complaint, where the you could be dissatisfied with the process or outcome of a complaint.

Process

Complaints Management (informal resolution)

1. You are encouraged to firstly resolve any complaints you have in an informal manner;
2. You can do this by approaching the person/s against whom you are making the complaint and try to rectify issues that relate to your complaint;
3. In the event you are unable to resolve the complaint through the informal process then you have an option to lodge a formal complaint.

Complaints Management (formal resolution)

4. You may choose to raise a concern formally in writing. Formal written complaints should be submitted to the Training Coordinator and should contain the following details
 - a. the reasons for the formal complaint i.e. the why, and
 - b. provide situational background to the complaint i.e. the what, when, who, where and how.
5. The Training Coordinator, having regard for the relevant circumstances will consider the formal complaint by:
 - a. reviewing your letter;
 - b. verifying that all appropriate GTPS procedures have been correctly carried out;

- c. sourcing additional information from appropriate staff concerning the subject of the complaint;
 - d. discussing the matter directly with you
 - e. undertaking other investigation or action as appropriate.
6. After consideration of all available evidence, the Training Coordinator may decide to:
 - a. Dismiss the complaint
 - b. Uphold the complaint and direct that:
 - ✓ restitution as appropriate be made to you
 - ✓ relevant administrative systems or procedures reviewed;
 - ✓ appropriate preventative action is undertaken;
 - ✓ other actions as appropriate.
7. You will be informed of the outcome within 10 working days of submitting the formal complaint. The written advice of the outcome shall include the reasons for the outcome and advise you of your right of appeal.

Appeal Against Assessment Decision

- If you are dissatisfied with the mark awarded or an outcome of an assessment task, or the result for a unit because you feel the mark or result is unfair or incorrect, you may submit a request to the GTPS Training Coordinator for a review.
- In the first instance, such review will be undertaken by the original assessor. If you remain dissatisfied with the outcome, then you may lodge a formal appeal.
- The appeal must be in writing, explaining the reason for the appeal, and be submitted to the GTPS Training Coordinator within 10 working days of your being notified of the review outcome.
- Where reasonable grounds for appeal exist, the GTPS Training Coordinator will arrange for an external review to be undertaken. Any costs associated with the external review will be borne by GTPS.
- You will be notified in writing of the outcome of the external review. The outcome of the external review will be final.

Further Appeals Management

1. You have the right of appeal on one or more of the following grounds:
 - a. That the investigation process did not take account of all matters related to the complaint;
 - b. That you can provide new evidence which could not reasonably have been provided at the time of the formal complaint resolution process;
 - c. That a procedural irregularity has occurred in the hearing of a complaint during the formal resolution process.
2. An appeal must be lodged in writing to the Operations Manager within 5 working days of notice of the outcome of the formal complaint's procedure.
3. Upon receipt of the written appeal the Operations Manager will:
 - a. Consider the matter and complete the investigations within 5 working days of notification of appeal;
 - b. Report to the Senior Management his/her findings, decision and recommendations, and

- c. The Senior Management will consider all evidence and on reaching a decision, notify you in writing of the outcomes of the process, the reasons for the decision(s) and any specific action to be taken.
4. The decision of the Senior Management is the final step in GTPS internal Complaints and Appeals Process.

Independent Mediation and Consultation

At any time during the complaint and appeal process you may seek the advice or mediatory services of an external independent person or body of your choice for example Dispute Settlement Centre of Victoria (DSCV)- **1300 372 888** or VRQA (www.vrqa.vic.gov.au) or on phone contact **(03) 9637 2806** or National Training Complaints Hotline Phone **133873** or via email to skilling@education.gov.au

Record Keeping

1. Staff members associated with investigating and resolving a complaint or appeal are required to keep file notes of any related discussions or actions. Such file notes are to be marked 'Strictly Confidential' and be held in a secure restricted place. All official correspondence with you will be retained in the same place.
2. Notes should be kept to a minimum stating only facts and relevant details as described by the parties. Dates and times of interactions should also be recorded.
3. All complaints and appeals including the nature of the complaint/appeal, the outcomes of the complaint/appeal will be recorded onto our Complaints & Appeals Register; and
4. Actions arising from our Complaints & Appeals Register will be used to continuously improve GTPS systems and operations.

Forming part of this policy is:

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| Authorised: CCR Executive Board Member | M.N.I | Date | April 2019 |
| Approved: CCR Executive Board Member | F.O.A | Date | April 2019 |
| Reviewed by (SMT) | | Date | |
| Implementation applicable to (circle) | All, Employees, Volunteers, SMT, Student, Other | | |