

## **COMPLAINTS, APPEALS POLICY & PROCEDURE POLICY**

This procedure has been developed and implemented to ensure that GTPS has an efficient and effective complaints and appeals management process to allow its students to express any concerns they may have that relates to the nationally recognised training programs offered by GTPS.

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 made by its students

### **Definitions**

*Complaints Process (As per Australian Quality Training Framework)*

A process by which a student/stakeholder of an RTO, or other interested parties, may raise a concern about the RTO's policies, procedures, services or products with a view to having them changed and improved.

*Appeals (As per Australian Quality Training Framework)*

A process whereby a student/stakeholder of an RTO, or other interested party, may dispute a decision made by the RTO. The decision made by the RTO may be an assessment decision or may be about any other aspect of the RTO's operations.

### **Process**

#### **Complaints Management (informal resolution)**

1. All students/stakeholders are encouraged to firstly resolve any complaints they have in an informal manner;
2. Student/stakeholders can do this by approaching the person/s against whom they are making the complaint and try to rectify issues that relate to their complaint;
3. In the event the student/stakeholder is unable to resolve their complaint through the informal process then the student/stakeholder has the option of lodging a formal complaint.

#### **Complaints Management (formal resolution)**

4. A student/stakeholder may choose to raise a concern formally in writing. Formal written complaints should be submitted to the Trainer 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 Trainer, having regard for the relevant circumstances will consider the formal complaint by:
  - a. reviewing the student's/stakeholder's 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 the student/stakeholder
  - e. undertaking other investigation or action as appropriate.
6. After consideration of all available evidence, the Trainer may decide to:
    - a. Dismiss the complaint
    - b. Uphold the complaint and direct that:
      - ✓ compensation as appropriate be made to the student/stakeholder, and/or
      - ✓ where relevant administrative systems or procedures be reviewed;
      - ✓ appropriate preventative action be undertaken;
      - ✓ other actions as appropriate.
  7. The student/stakeholder will be informed of the outcome within 10 working days of submission of the formal complaint. The written advice of the outcome shall include the reasons for the outcome and advise the student/stakeholder of their right of appeal.

### **Appeals Management**

1. A student/stakeholder has 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 the student/stakeholder is able to 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 Training Manager within 5 working days of notice of the outcome of the formal complaints procedure.
3. Upon receipt of the written appeal the Training Manager will:
  - a. Consider the matter and complete the investigations within 5 working days of notification of appeal;
  - b. Report to the Board his/her findings, decision and recommendations, and
  - c. The Board will consider all evidence and on reaching a decision, notify the Appellant 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 Board is the final step in GTPS internal Complaints and Appeals Process.

### **Independent Mediation and Consultation**

- At any time during the complaint and appeal process the complainant/appellant may seek the advice or mediatory services of an external independent body for example the National Training Complaints Hotline, a free government service, which may be accessed via telephone 1800 000 674. Other external bodies may include:
  - Disability Discrimination Service ([www.communitylaw.org.au](http://www.communitylaw.org.au)),
  - Australian Human Rights Commission ([www.hreoc.gov.au](http://www.hreoc.gov.au)),
  - State Ombudsman (victoria) [www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)