



## Complaints & Appeal (Grievance) Policy and Procedure

### **Purpose:**

This policy and procedure is to provide clear and practical guidelines to ensure that complaints of students can be resolved in accordance with the principles of natural justice, equitably and efficiently.

### **Scope:**

This complaints policy applies to all students enrolled with Test & Tag Training.

### **Definitions:**

**Complaints and appeals** include but are not restricted to matters of concern to a student relating to training delivery and assessment; the quality of the training; student support and materials; discrimination; and sexual harassment.

**Natural Justice** is concerned with ensuring procedural fairness:

- Decisions and processes should be free from bias.
- All parties have the right to be heard.
- The respondent has a right to know of what He / She is accused
- All parties are told the decision and the reasons for the decision.

### **Policy:**

Test & Tag Training believes that a student who has a complaint has the right to raise the complaint and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation. The student has the right to present the complaint / complaint / appeal formally as well as in writing.

Test & Tag Training will manage all complaints fairly, equitably and efficiently as possible. It will encourage the parties to approach the complaint with an open mind and to resolve problems through discussion and conciliation. Where a complaint cannot be resolved through discussion and conciliation, Test & Tag Training acknowledges the need for an appropriate



external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

Test & Tag Training has retained the mediation services of the Victorian Department of Justice: Dispute Settlement Section, which is located at Level 4, 456 Lonsdale Street, Melbourne. Ph: 03 9603 8370,

Confidentiality should be maintained throughout the process of making and resolving complaints. Test & Tag Training seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive work environment.

All students and trainers will be provided with a copy of the Complaint Policy and Procedure in their information folders. The information will also contain details of external authorities that they may approach.

**Procedure:**

Should a student have a complaint, the following steps are to be followed:

1. The student should put the following information relating to the complaint in writing:
  - description of the complaint / complaint / appeal,
  - state whether you wish to formally present your case,
  - steps you have taken to deal with it,
  - what you would like to happen to fix the problem and prevent it from happening again.
2. The student brings the complaint to the attention of the enterprise training contact. In most instances this will be the Trainer.
3. If the complaint is not dealt with to the student's satisfaction, He / She may bring it to the attention of the Training Manager. The Training Manager will either deal with the issue personally or arrange for it to be dealt with by a management representative. The first two steps should be completed within a timeframe of one week.
4. Should the issue still not be resolved to the student's satisfaction, Test & Tag Training will make arrangements for an independent external person to resolve the issue. The student will be given the opportunity to formally present his or her case.



5. All parties involved will receive a written statement of the outcomes, including reasons for the decision.
6. All documentation relating to complaints / complaints / appeals should be archived for audit purposes.
7. Test & Tag Training Training Manager will be person responsible for the implementation and maintenance of the policy.