



COMPLAINTS AND APPEALS PROCEDURE

1.0 PURPOSE

To establish guidelines for resolving all verbal and/or written client complaints initially through discussion and conciliation. *The objective is to establish a fair and equitable company process and procedure for dealing with client/student complaints and appeals.*

2.0 SCOPE

Shall apply to all students and staff at the institute

3.0 REFERENCES

Nil

4.0 DEFINITIONS

Nil

5.0 RESPONSIBILITIES and ACTIONS

STAGE	WHO is RESPONSIBLE	DESCRIPTION
Record complaint/grievance	CEO	<p><i>Maintain a complaints register/file which will record the following information. The complainant will be asked to fill in a grievance form so all details are recorded in system.</i></p> <ul style="list-style-type: none"> o Submission date of complaint o Nature of complaint o Date/s when cause of complaint occurred o Attachments (if applicable) o Determined Resolution o Date of Resolution. o If the complaint has been conveyed by a student/trainee to the VRQA, the staff member is to fairly and equitably resolve the complaint within 5 working days.
Information to all	CEO; Directors; staff	Institute will issue a copy of the company Complaints and Appeals Procedure to all new employees and clients under the RTO Conditions of Registration/Endorsement
Follow the listed process steps	CEO; appointed staff	<ul style="list-style-type: none"> • In the first instance, if a student has a grievance with an academic member of staff they should first discuss the matter with the instructor. • If a complaint is associated with assessment results, the staff member, in consultation with the assessor/trainer, reviews the initial assessment and/or identifies alternative assessment methods, and notifies the trainee accordingly. • The student has a right to be accompanied by a nominee of their choice • If the matter is unable to be resolved at this level the matter may then be referred to the CEO.



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		<ul style="list-style-type: none"> Should the matter still be unresolved it will be referred to the Directors If the complaint remains unresolved, then both parties will invite an independent organization, ACPET, to mediate and resolve the issue. An alternative mediator is Mr. Damien Nash, TRC. <p><i>The appeals process will commence within 10 working days of receipt of the form/ information to any staff.</i> <i>Students should be aware that external mediation is not free and Actual charges may need to be paid by them.</i></p>
Recording of outcome	CEO; appointed staff	The applicant shall be notified in writing the outcomes of the complaint.
Further Appeal	CEO/Staff	<ul style="list-style-type: none"> Upon resolution of a complaint, the client/student may wish to dispute the outcome of a resolution/assessment and seek a reassessment. All appeals are requested to be submitted in writing Institute will include all appeal details in the company Appeals Register If the appeal is in respect of an assessment, a reassessment is conducted within a reasonable timeframe by an independent third party assessor. The appellant will be given the opportunity to formally present his/her case. This is designed to ensure fairness and consistency and underpins the continuous improvement process If the appeal is to dispute the outcome of a complaint other than an assessment, the appeal will be scheduled to be heard by an independent person or panel/ <i>organisation such as ACPET</i>, inviting the appellant to formally present his/her case Upon a decision being made, the appellant is provided with a written statement of the appeal outcomes, including reasons for the decision. All decisions are documented by in the Register.
Continuous improvement	CEO	Where a complaint is found to be sustained the institute will take whatever action is needed to ensure that the issues regarding the complaint are addressed so that it does not reoccur. Such action may include counselling of staff where necessary.

6.0 **APPENDICES**

Nil

7.0 **FORMS**

Grievance Form