

## COMPLAINTS & APPEALS

## Policy

### PURPOSE:

The Albury Wodonga Community College (AWCC) and Australian College of Higher Education (ACHE) recognise that differences and grievances can arise from time to time and believe that the quick settlement of these matters is in the best interest of all parties concerned; therefore the following steps are implemented to support this process.

### POLICY SCOPE:

This policy is applicable to all AWCC and ACHE Staff and Students/Learners

### POLICY CONTENT:

#### Definitions:

**Complaint:** an expression of discontent, regret, pain, censure, resentment, or grief; against another person or against the systems set by the AWCC.

This policy and procedure is relevant to all grievances arising in the following areas:

- a) Student/Learner to Student/Learner
- b) Staff to Student/Learner
- c) Student/Learner to Work Placement Employer/Supervisor
- d) Staff to Work Placement Employer/Supervisor
- e) Staff to Staff
- f) Student/Learner to Staff.

### Complaints Process

If a Student/Learner, Trainer/Assessor or Staff member is experiencing any difficulties, they are encouraged to discuss their concerns with their Lead Coach and/or Senior Management.

If a Staff member or Student/Learner wishes to make a formal complaint they are required to complete a 'Complaints & Appeals Form', which is included in the AWCC/ACHE Policies & Procedures manual, with further information included in the AWCC Student Handbook and the Staff Handbook. Once the form has been completed, the form should be submitted to the relevant senior Manager for actioning.

The AWCC recognises that differences and grievances can arise from time to time. The quick settlement of these matters is in the best interest of all parties concerned and the following steps are implemented to ensure this happens.

1. As soon as a grievance arises, it will be raised and discussed with all parties involved in the grievance, in order to find a solution agreeable to all parties.

2. Grievances should be kept confidential, in order to protect the complainants, and documented onto a 'Complaints & Appeals Form'.
3. All '*Complaints and Appeals Forms*' are to be submitted to the relevant senior Manager.
4. The relevant senior Manager is to follow the process on the '*Complaints & Appeals Form*' for the process under 'Recommended Action Required for Improvement'.
  - a. An initial meeting should be held within 7 days
  - b. If further investigation is required, this should be completed within 60 calendar days.
5. Each appellant:
  - a. Has an opportunity to formally present his or her case
  - b. Is given a written statement of the complaint outcomes, including reasons for the decision.
6. If a solution cannot be found, the matter is brought before the National Manager/Executive Officer for resolution, agreeable to all parties.
7. If the National Manager/Executive Officer is party to the grievance, they will not take part in any discussions or decisions made and the matter will be referred to the Chief Executive Officer.
8. If a solution has not been reached to the benefit of all parties, the complainant has the right to representation and appeal, under the relevant State or Federal Law.
9. The AWCC is responsible for acting upon the subject of any complaint found to be substantiated.
10. '*Complaints & Appeals Form*'s received are to be entered onto the '*Complaints & Appeals Register*'  
*'Complaints & Appeals Forms*' are to be actioned and filed into the '*Complaints & Appeals Register*' by the relevant Manager.  
All '*Complaints & Appeals Forms*' are to be reviewed during the monthly 'Quality and Compliance' Meetings and improvements are to be identified and implemented according to the Policies and Procedures of the AWCC.  
Should the internal process be unsatisfactory, a complaint can be lodged to the Australian Skills Quality Authority (<http://www.asqa.gov.au/complaints/making-a-complaint.html>).

### **'Complaints & Appeals Form'**

If a Student/Learner, Trainer/Assessor or Staff member is experiencing any difficulties, they are encouraged to discuss their concerns with the Lead Coach/ Coach Manager/ Coordinator.

If a Staff member or Student/Learner wishes to make a formal complaint, they are required to complete a '*Complaints & Appeals Form*'. Once the form has been completed, the form should be submitted to their relevant senior Manager, for actioning.

'*Complaints & Appeals Forms*' are actioned by the relevant senior Manager and filed into the '*Complaints & Appeals*' Folder and on the '*Complaints Register*'. Each form is then reviewed at the monthly 'Quality and Compliance' Meetings.

## Complaints & Appeals Report Form

This form is to be completed by all Staff, Trainer/Assessor and Student/Learners in the following circumstances:

- For recording additional information that cannot be included in the *'Complaints & Appeals Form'* due to lack of room; or
- For recording counselling of a Complainant.

This form is to be attached and submitted with the *'Complaints & Appeals Form'*.

## Complaints & Appeals Register

The AWCC has in place a register on the 'Student Management System' for filing completed 'Complaints & Appeals' forms. When a complaint or appeal is received, the form collected is entered into the 'Complaints & Appeals Register' and given a register number by the relevant senior Manager. Complaints & Appeals that are placed into the register are reviewed and monitored each month at the monthly 'Quality & Compliance Meeting'.

## RELATED DOCUMENTS

- 'Complaints & Appeals Form'
- 'Complaints Report Form'
- 'Student Handbook Policies & Procedures'
- 'Staff Handbook Policies & Procedures'