

COMPLAINTS & APPEALS**Policy****PURPOSE**

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

POLICY SCOPE

This policy is applicable to all AWCC Staff.

POLICY CONTENT**Definitions:**

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

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

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

Complains Process:

If a Student/Learner/Customer/Client, Trainer/Assessor or any business division Staff member is experiencing any difficulties, they are encouraged to discuss their concerns with their immediate supervisor and/or Senior Management.

If a Staff member or Student/Learner/Customer/Client wishes to make a formal 'complaint' they are required to complete a 'Complaints & Appeals Form', which is included in various divisional Policies & Procedures manuals, with further information included in various Student and Staff Handbooks. Once the form has been completed, the form should be submitted to the relevant Manager and/or National 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 should be raised directly to the person who the grievance is about so that they are aware of the grievance/concern. This provides the first opportunity to correct any matters and to be sure the grievance is understood by the direct parties involved.

2. As necessary it will be raised and discussed with all interconnected parties (e.g. managers/supervisors etc.), in order to find a solution agreeable to all parties.
3. Grievances should be kept confidential, in order to protect the complainants, and documented onto a 'Complaints & Appeals Form'.
4. All 'Complaints and Appeals Forms' are to be submitted to the relevant Manager and/or National Manager, regardless of the outcome.
5. The relevant Manager and/or National 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 a month.
6. Each appellant:
 - a) Has an opportunity to formally present his or her own case
 - b) Is given a written statement of the complaint outcomes, including reasons for the decision.
7. If a solution cannot be found, the matter is brought before the National Manager and/or Chief Executive Officer for resolution, agreeable to all parties.
8. If the National Manager is party to the grievance, they will not take part in any discussion or decisions made and the matter will be referred to the Chief Executive Officer.
9. If a solution had 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.
10. The AWCC is responsible for acting upon the subject of any complaint found to be substantiated.
11. '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 and/or National 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.

Complaints & Appeals Form

This form is to be completed by all Staff, Trainer/Assessor and Student/Learners/Customers/Clients 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 (ACHE division) has in place a register on the 'Student Management System' for filing completed 'Complaints & Appeals Form's. When a complaint or appeal is received, the form collected is entered into the 'Complaints & Appeals Register' and given a register number by the National Manager.

Complaints & Appeals that are placed into the register are reviewed and monitored each month at the monthly 'Quality & Compliance Meeting'.

RELATED DOCUMENTS

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