

Complaint and Appeal Policy

Policy Number	1.3
Responsible Manager	Sarah Wrzeszczynski
Date Approved	16/04/10
Approved by	Sarah Wrzeszczynski
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Purpose

IF aims to resolve complaints promptly and as close to the source as possible. The purpose of this policy is to provide a framework for the resolution of grievances from clients.

Complaints, disputes or appeals include:

- Appeals against assessment decisions
- Provision of services
- Administrative decisions affecting clients
- Administrative services provided to clients
- Discrimination, harassment or misconduct
- Occupational health and safety
- Privacy matters

This policy does not apply however to decisions concerning admission or non-admission of a prospective client.

Confidentiality

IF requires that all complaints be dealt with in a confidential manner. This means that clients with a grievance, any person acting as a support person and all staff involved in dealing with the issue only disclose information about the complaint or the grievance process to those who have a legitimate role in resolving the matter; i.e. those who have a direct interest and role in dealing with the particular case in accordance with the relevant procedures. It also extends to keeping any information and records gathered during the course of a complaint secure and safe and in accordance with relevant Commonwealth and State privacy legislation.

Complaints, disputes and appeals

A participant may chose to have an advocate or support person present at any stage during the complaints, disputes and appeals processes. If requested, IF staff will support clients/participants in the complaints and appeals processes by providing accurate and appropriate information about the processes. For further details please see IF's complaint policy on our website.

Complaints

Complaints made by clients or participants against IF may be about the organisation, any of its services or its personnel. Participants may make a complaint to any member of IF staff. Any participant has the right to have a complaint heard and dealt

with in a fair and just manner. All complaints from participants will be taken seriously and documented. Complaints will be analysed to identify any possible improvements to the quality of services and/or operations of the organisation. Wherever possible, resolution of the complaint will be through discussion and improvements to services and operations.

Disputes

IF will attempt to assist in the resolution of minor disputes between participants; however in most instances disputes will be referred back to the organisation for resolution (where appropriate). Disputes should be referred to the workshop trainer. Unless there is a perceived threat of escalation to violence the trainer will encourage resolution of any dispute between participants by assisting discussion between the clients.

Appeals

An appeal may be made against the results of assessments or disciplinary actions (not including actions taken by the employer). IF will treat participants with fairness and flexibility. Where a participant disagrees with an outcome, they should first try to resolve the matter informally with IF. Where the outcome remains unresolved following informal discussions the participant may appeal.

Policy

IF believes that all grievances should be dealt with procedural fairness. Procedural fairness refers to a process that provides fairness to all parties and includes the right to be heard and the right to be treated without bias. In the event of a complaint a client can;

- Seek assistance from his/her trainer or course co-coordinator, fully describing the complaint
- The person(s) should be given the full details of the allegation(s) against them
- The person(s) against whom the complaint is made should have the opportunity and be given a reasonable time to put their side of the story before resolution is attempted
- The person with the complaint should then be given the response from the person against whom the complaint is made
- A negotiation and mediation (if required) meeting should take place between the parties involved
- If the complaint is not resolved during discussion, consult IF management in writing (see explanation *)
- Seek arbitration by a third party acceptable to all parties to the complaint
- If the matter is still unresolved after this process, the client will be advised of his/her rights to pursue the matter with external authorities if they so wish.

*If at any time during participation in an IF training event, or within two (2) months of ceasing to be a client of the program, the client is dissatisfied with any academic decision, procedure or any issue that directly relates to the successful completion of the training program, a client can access the organisation's complaints and appeals facility by contacting IF Administration and lodging their complaint in writing for review and response by IF Management. A written response will be provided to the client within ten (10) working days of receiving the initial written appeal by IF

Management. Each appeal or complaint including the outcome will be recorded in writing and maintained safely and securely on IF premises. A written statement detailing appeal or complaint outcomes including reasons for a decision will be provided to the client within ten (10) working days of the decision made.

IF aims to resolve complaints promptly and as close to the source as possible. However, if after accessing IF's formal complaints or appeals process, a client's complaint or appeal cannot be resolved with IF directly; the client may approach the Quality and Tertiary Education Policy Directorate (QTEP) who is responsible for investigating complaints about the services of Registered Training Organisation in South Australia with regard to the delivery of nationally accredited training and assessment. QTEP is situated with the Department of Further Education, Employment, Science and Technology and can be contacted on (08) 8226 3065 or via email at dfestquality@sa.gov.au for further information.

For unresolved complaints regarding course fees and refunds, or in cases of alleged discrimination or personal disputes with IF staff, client's may contact the Office of the Training Advocate (OTA). OTA is also situated with the Department of Further Education, Employment, Science and Technology and provides a free and independent mechanism for the resolution of complaints for domestic and overseas students. The Training Advocate can be contacted by phone 1800 006 488 (free call) or via email at trainingadvocate@saugov.sa.gov.au .

All complaints and appeals will be treated seriously and sensitively, having due regard to procedural fairness and maintaining confidentiality and privacy. IF staff are expected to be fair, courteous and helpful in all dealings with clients. Any complaint about a staff member or training program will be treated seriously, investigated thoroughly and dealt with according to the merit of the complaint.

Contact Details

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