

Complaints & Appeals Policy

PURPOSE:

1. This policy is based on providing and maintaining training services that are fair and reasonable and afford a forum where issues or inadequacies can be resolved. The Superior Training Centre Process provides adequate opportunity for complaints and appeals to be forwarded to Superior Training Centre management in a timely, confidential and sensitive manner.

SCOPE

2. At Superior Training Centre the Director is appointed as the Complaints Resolution Officer.

The objective is to ensure that Superior Training Centre staff and those acting on behalf of Superior Training Centre act in accordance with the Superior Training Centre Code of Practice. The process provides clients/stakeholders a clear process to follow in order to register a complaint. It ensures all parties involved are kept informed of the resulting actions and outcomes.

PROCEDURE:

INTERNAL COMPLAINTS AND APPEALS

- a. All complaints/appeals should be committed to the Administration Manager in writing at the earliest possible opportunity utilising the Corrective Action Form (CAF).
- b. A submitted CAF will constitute a formal complaint/appeal from the student.
- c. The Director of Superior Training Centre will be informed through receipt of all student complaints/appeals.
- d. The Director of Superior Training Centre may delegate responsibility for the resolution of the complaint/appeal as required.
- e. In the case of a complaint/appeal, the Director of Superior Training Centre will initiate a transparent, participative process to deal with the issues at hand.
- f. Assessment appeals will be processed in accordance with the Assessment Appeals Procedure - Annex A.
- g. Complaints or appeals where possible are to be resolved within 10 working days of the initial application.
 - i. Length of time may vary depending on the complexity of the case
 - ii. If you are Under 18 a copy of your CAF will be sent to your Parent or Legal Guardian
 - iii. A copy of all outcomes and correspondence raised during the process will also be forwarded to your Parent or Legal Guardian
- h. In all cases the final conclusion will be endorsement by the Director of Superior Training Centre.
 - i. The student will be advised in writing of the outcome of their complaint/appeal.
 - j. If the outcome is not to the satisfaction of the client, he/she may seek an appointment with the Director of Superior Training Centre.
- k. The decision of the Director of Superior Training Centre decision will be final. The client has the option to seek outside assistance to pursue the complaint, grievance or appeal.

- I. All grievances, complaints and appeals will be handled as Staff-In-Confidence.
3. All complaints/appeals will be discussed at Management Review meetings for continuous improvement of the processes.
4. All Complaints Grievances and Appeals are to be held on file located in Superior Training Centre administration.
5. Details concerning the scope of Superior Training Centre Complaints and Appeals Policy are to be clearly displayed throughout the Superior Training Centre organisation and contained within the Student Induction Process and Student Handbook.

EXTERNAL APPEALS

6. Where a complaint is not resolved to the satisfaction of all parties, any party may seek outside assistance from a Community Justice Centre. This is a free, confidential service.
A self-referral form is available at:
http://www.cjc.justice.nsw.gov.au/Pages/com_justice_referrers/com_justice_referrals.aspx

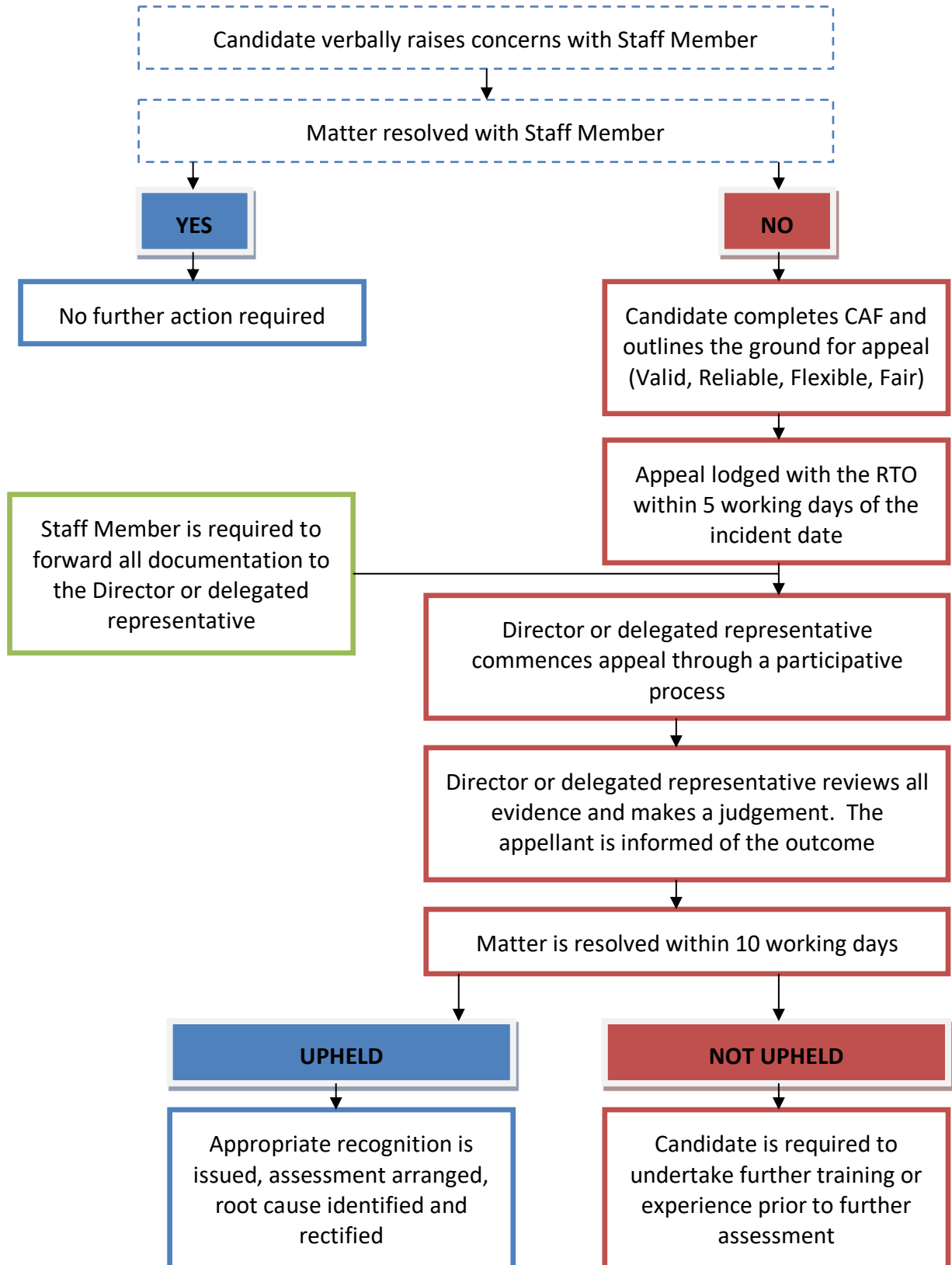
ACTIONING THE OUTCOMES

7. Where the complaint or appeal is upheld, Superior Training Centre will implement the required corrective action within 28 days and advise the student of the outcome
 - a) If the complainant or appellant is Under 18 a copy of the CAF will be sent to the Parent or Legal Guardian
 - b) A copy of all outcomes and correspondence raised during the process will also be forwarded to the Parent or Legal Guardian

FURTHER ACTIONS

8. If the student remains unhappy with the Internal and External outcome, they may refer the matter to the National Training Complaints Hotline on 13 38 73

COMPLAINTS PROCESS



APPEALS PROCESS

