



424_GTO_01 Complaints& Appeals Policy

Preamble

Vantage Group Training Pty Ltd is committed to the early resolution of staff and client complaints, and appeals in a fair and impartial manner.

Rationale

National Standards for Group Training Organisations 2017

Principles

Vantage Group Training Pty Ltd deals with all complaints and appeals promptly and systematically. Every complaint and appeal is recorded in writing with details of the process undertaken to resolve the case and its outcome.

All complaints and appeals are initially referred to the HR Director & Operations Manager, who mediates to resolve the situation with all parties involved. If the complaint or appeal remains unresolved, engage an internal panel if the complaint remains unresolved or if requested by the person who lodged the complaint.

The appellant is given the opportunity to formally present their case and is provided with a written statement of the outcome of their appeal and the reasons for the decision.

All staff and clients are provided with information relating to lodging complaints, and appeals through the following avenues:

- Apprentice/Trainee Induction
- Apprentice Trainee Handbook
- Host Employer Handbook
- Staff induction sessions
- Code of Practice document
- Vantage Group Training website

This information provides details of the complaint, and appeal process, including timelines, rights and responsibilities of the parties involved, and client support strategies.

Vantage Group Training Pty Ltd annual review process examines the details of each complaint, and appeal with a view to incorporating improvements to its operations that will reduce the likelihood of future complaints.

Vantage Group Training Pty Ltd will inform those who make complaints they have the right at any stage during the process to contact the National Training Complaints Hotline on 133873

In situations where a complaint or an appeal will take longer than 60 days Vantage Group Training will write to all parties involved and outline the reason as to why it will take this amount of time, and will further provide updates on progress of the matter to all parties up to and include resolution.

Other policies relating to this policy

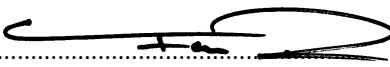
Procedures relating to this policy



Review Date

This procedure should be periodically reviewed and revised. Revisions should be made as and when required. The period between reviews must not exceed 5 yrs. The date for review of this procedure is on or before 31.08.2019

Authorised By

Signature:

Name: Ian Price
Position: Chief Executive Officer of Vantage Group Training Pty Ltd
Date: 31st August 2018