

507_GTO_01 Complaints and Appeals Procedure

Preamble

These are the procedures for prompt and effective handling of complaints, and appeals.

Rationale

National Standards for Group Training Organisations 2017

Commencement

This Procedure will commence from 31st August 2018. It replaces all other Procedures (whether written or not).

Procedures

Maintain confidentiality concerning all complaints and appeals.

Make sure allegations and details are only disclosed to those who need to be involved in the complaint.

Issuance of complaints Form

- Provide *303_GTO_01 Complaints, and Appeals Form* to staff or client upon request
- Request individual to complete the *303_GTO_01 Complaints, and Appeals Form* and return it to head office for processing
- Enter date in *316_GTO_01 Complaint & Appeal Record Sheet* from the information provided in *303_GTO_01 Complaints, and Appeals Form*
- File *316_GTO_01 Complaint & Appeal Record Sheet* in complaints file
- Advise HR Director that a complaint or appeal has been lodged and that action is required

Receipt of complaints Form

- Record date of receipt of completed *303_GTO_01 Complaints, and Appeals Form* in the *316_GTO_01 Complaint & Appeal Record Sheet*
- Advise individual who has lodged the complaint or appeal of steps to be undertaken to resolve the complaint and advise in writing
- Advise HR Director of receipt of completed *303_GTO_01 Complaints, and Appeals Form*

Action on complaints Form (taken by HR Director)

- Investigate the matter which prompted the complaint and/or consult with other persons involved in the complaint
- Negotiate with complainant to resolve the situation if possible and/or mediate between individual and other persons to resolve the situation
- Engage an internal panel if the complaint remains unresolved or if requested by the person who lodged the complaint
- Record each step taken to resolve complaint in *316_GTO_01 Complaint & Appeal Record Sheet*
- File *316_GTO_01 Complaint & Appeal Record Sheet* in complaints file
- Provide formal notification to the person who lodged the complaint of the outcome of the investigation.

Appeals against decisions relating to complaints and appeals

- In conjunction with the internal panel the Managing Director reviews the appeal
- Provide appellant with opportunity to formally present his or her case
- Provide a written statement of appeal outcomes including reasons for the decision to the appellant.
- If the Managing Director believes an independent mediator is required, one will be sought to advise on the outcome



Policies influencing this procedure:

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:

A handwritten signature in black ink, appearing to be 'Ian Price', written over a dotted line.

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