

Complaints/Appeals Policy and Procedure

Purpose:

The Southern Cross Rail Training (SCRT) Complaints/Appeals Policy and Procedure applies to all employees, students and sub-contractors. It directly relates to all products and services, including training and assessment delivered by Southern Cross Rail Training.

Policy Statement

Southern Cross Rail Training (SCRT) has a policy of equity in all complaints received. The ethical and unbiased conduct of our management, trainers and assessors and office staff ensures that a policy of equity is upheld in all company activities.

This policy is based on providing and maintaining training and assessment services that are fair and reasonable and afford a forum where issues or inadequacies can be raised and resolved. This process provides an opportunity for complaints to be recorded, acknowledged and dealt with in a fair, efficient, and effective manner. This policy provides clients with a clear process to register a complaint. It ensures all parties involved with the complaint are kept informed of the resulting actions and outcomes.

Persons who feel they have cause to complain about the conduct of any Southern Cross Rail Training staff member, trainer, contractor, or any matter relative to the conduct of our business have the right to fair consideration and resolution of that complaint and access to the company's Complaints Handling Procedure. This is publicly made available for all to have access to on our website www.scrt.com.au.

SCRT acknowledges the clients' right to lodge a complaint when they are dissatisfied with the training and/or assessment services and experiences that they have been provided by SCRT.

All complaints or appeals will be handled individually, confidentially, fairly, and as quickly as possible in a manner to ensure the complainant will not be victimised, harassed, vilified or disadvantaged in any way.

The Training Manager will investigate the matter which will include a discussion of the matter with all parties and collection of appropriate evidence to substantiate the matter, as necessary, to determine the cause and other factors as well as prepare an official response by conducting interviews and checks as necessary to determine the cause and other factors as well as prepare an official response to the client along with an outline of the resolution and any corrective action to be undertaken (and by whom) to resolve the matter.

Definitions

Complaint: A complaint is the notification by or feedback from a client where there is dissatisfaction about the quality of service received or other elements from their interaction with the organisation.

This may include perceived or real unfair treatment, discrimination, bullying or harassment or dissatisfaction with any product, service, or decision.

Appeal: An appeal is where a client disagrees with a decision made about a matter in which that client has an interest. An appeal is a process of formally requesting reconsideration of that decision.

Grievance: A grievance is an official declaration of a complaint over something perceived to be wrong or unfair and causes undue negative impact on a person.

Procedures

Informal process:

1. Students/clients/staff are encouraged to first discuss the nature of their complaint with a SCRT Trainer/representative verbally to establish if there is an informal means to resolve the matter. All complaints are taken seriously and are treated with equal importance. It is the responsibility of the SCRT trainer/representative to either attempt to resolve the complaint or to seek additional assistance from the Training Manager.

If the matter cannot be resolved between these two parties, the next process is discuss the complaint with the Training Manager.

2. The Training Manager will endeavour to resolve the issue by personal intervention. The outcome will be recorded if an immediate resolution cannot be agreed by both parties, the client will be provided the opportunity to lodge a formal complaint.

Formal process:

1. If not resolved to the satisfaction of the complainant, a formal complaint should be made in writing to the Training Manager. Written complaints will be dealt with within fifteen (15) business days and the complaint is logged into the Complaints/Appeals Register.

Complaint Form (*Document 52b*) is either:

- is available for download from the SCRT website www.scrt.com.au/complaint or
- contacting the Training Coordinator at SCRT who can provide the student with the relevant form.

The minimum details which must be included are:

- Nature of complaint
- Persons involved
- Dates, times and places relevant to the complaint

It is also beneficial to include the following where possible:

- Indication of any expectations
 - Information on how the grievance may have been avoided
2. The Training Manager will investigate the matter which will include discussion of the matter with all parties and collection of appropriate evidence to substantiate the matter as necessary to

determine the cause and other factors as well as prepare an official response to the client along with an outline of the resolution and any corrective action to be undertaking (and by whom) to resolve the matter with consideration to the principles of natural justice and procedural fairness. All decisions made by the Training Manager are made based solely on evidence substantiated through investigation.

3. If necessary, a meeting will be facilitated between all parties and a record will be kept of these proceedings.
4. If the issue remains unresolved, the Training Manager will arrange for mediation by an agreed third party.
5. Should the complaint require more than thirty (30) calendar days to process and finalise, SCRT will inform the complainant/appellant in writing, including reasons why more than thirty (30) calendar days are required and regularly update the complainant/appellant on the progress of the progress of the matter.
6. SCRT securely maintains records of all complaints and appeals and their outcomes and identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood or reoccurrence of the matter.

Notification of outcome

As far as possible, complaints/appeals should be handled locally, and in all cases, the complainant/appellant will receive from the Training Manager a written statement of the outcome of the complaint or appeal within seven (7) days of the decision being made.

For further information, contact:

Fair Work Ombudsman

Website: <http://www.fairwork.gov.au/>

Australia Skills Quality Authority (ASQA)

Website: <https://www.asqa.gov.au/>

Related documents

- Complaints Appeals Office Form Document 52(a).
- Complaints Appeals Public Form Document 52(b).
- Student Information Handbook