

## Complaints/Appeals Policy and Procedure (6.1 – 6.5)

### Purpose:

The Southern Cross Civil & Rail Training (SCCRT) 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 Civil & Rail Training.

### Policy Statement:

Southern Cross Civil & Rail Training (SCCRT) has a policy of equity in all complaints received. The ethical and unbiased conduct of our management, trainers and assessors ensures that a policy of equity is upheld in all company activities. Persons who feel they have cause to complain about the conduct of any Southern Cross Civil & Rail Training staff member, trainer or 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.

SCCRT 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 SCCRT.

The object of the policy is to ensure that SCCRT staff act in a professional manner at all times. This policy provides clients with a clear process to register a complaint. It ensures all parties involved are kept informed of the resulting actions and outcomes.

All complaints or appeals will be handled 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, 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 with which that client has an interest. An appeal is the 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 to a person.

## Procedures

### Informal Process:

1. Persons should be encouraged to first discuss the nature of their grievance with a SCCRT 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 SCCRT trainer/representative to either attempt to resolve the complaint or to seek additional assistance from 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 grievance.
3. The training manager documents the complaint in the complaints register as part of informal processes).

### Formal Process:

1. If not resolved informally to the satisfaction of the complainant, a complaint should be made in writing to the Training Manager. Written complaints will be dealt with within **fifteen days**. *Complaints Appeals Public Form Document 52(b)* is available for completion.
2. The complainant identifies if it is a complaint or an appeal on the *Complaints Appeals Public Form Document 52(b)*.
3. The Training Manager will investigate the matter, 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 undertaking (and by whom) to resolve the matter.
4. If necessary, a meeting will be facilitated between all parties and a record will be kept of these proceedings.
5. If the issue remains unresolved, the Training Manager will arrange for mediation by an agreed third party and if necessary an investigation with consideration to the principles of natural justice and procedural fairness.
6. Should the complaint require more than 60 calendar days to process and finalise, SCCRT will inform the complainant/appellant in writing, including reasons why more than 60 calendar days are required and regularly update the complainant/appellant on the progress of the matter.
7. SCCRT 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.

**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 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(s).
- Complaints Appeals Public Form Document 52(b).
- Student information hand book