

Purpose

This procedure describes the processes whereby TDT Training Australia Pty Ltd (TDT) controls and manages all complaints, grievances and appeals relating to its delivery of training and assessment services including general business practices.

Scope

This procedure applies to all participants enrolled in TDT courses and persons employed by or contracted to TDT and to include those affected by TDT's general business practices.

Responsible parties

The CEO has delegated the Site Managers at their respective locations as responsible for the management, control and issue of this procedure.

Associated documents

F-30 Complaints, Grievances and Appeals Form
Student Training Handbook

Definitions

A grievance, complaint or appeal is deemed to be dissatisfaction with the procedures, actions, outcomes or the quality of service provided by employees of the RTO in relation to the following processes:

- General Business Practices;
- Enrolment;
- The quality of training delivery;
- Training/Competency Assessment, including Recognition of Prior Learning;
- Issuing of results, certificates and/or statements of attainment;
- any other activities associated with the delivery of training and assessment services, and
- other issues such as discrimination, sexual harassment, student amenities, etc.

Procedure

TDT seeks to prevent grievances, appeals and complaints by adhering to TDT's Policy & Procedures, relevant regulatory requirements and the Student Training Handbook. Complaints, grievances and appeals are treated seriously, investigated thoroughly, and dealt with according to the nature, severity and merit of the complaint.

The underlying principles of this policy are:

- The complaints and appeals process will be fair, accessible, visible, comprehensive, responsive, accountable, and constructive.
- The complaints process is free of charge.
- Privacy and confidentiality will be maintained and anonymity where requested.
- The resolution of a complaint/appeal is the responsibility of all parties concerned.

It is our policy to ensure that each:

- Complaint, grievance appeal and its outcome is recorded in writing
- Appeal is heard by an independent person or panel
- Complainant has an opportunity to formally present his or her case and be accompanied by a third party if requested.
- If enrolled in a course the participant will remain enrolled whilst the process is ongoing;

- Complainant is given a written statement of the appeal outcomes, including reasons for this decision.
- Should the outcome of the complaint, grievance or appeal be favourable to the complainant, TDT will implement any decision and associated action as soon as practicable.

By following the steps listed, TDT will ensure that the complaint, grievance or appeal shall be handled in a professional, timely and confidential manner:

1. The complaint, grievance or appeal is made in writing on Form F-30 Complaints, Grievances and Appeals and forwarded to the appropriate Site Manager for action.
2. Within 2 working days, the complainant will be contacted by the Site Manager or his/her delegate who will discuss the issue and attempt to resolve.
3. If no resolution then the Site Manager will form a Complaints, Grievances and Appeals Committee (any 3 of – Managers, staff member, participant representative, employer, any agreed external party)
4. If still no resolution, complainant is advised to contact the Dispute Settlement Centre of Victoria. Ph: 03 9603 8370 should they wish to proceed further.
5. The Department of Education, Employment and Workplace Relations Ph: 02 6240 8111 may be contacted should the dispute remain unresolved.
6. The Site Manager is to ensure a copy of completed Form F-30 is returned to the complainant, a copy placed on the participants file where applicable. Hardcopy original is to be retained at the respective site and presented to management and/or regulating authorities as requested.

The complainant will be advised in writing the result or progress of the complaint, grievance or appeal at each step.

Review:

This document and the procedures resulting from the implementation of this policy will be reviewed annually as determined in the Risk Review Schedule.

B Roberts
Director

Flow Chart – Complaints, grievances and appeals process.

