



Wild Geese International

Complaints and Appeals Policy

RTO: 51288

April 2019



Version	1.0
Date	08-04-19



Table of Contents

Complaints and Appeals Policy	3
Grievance Process	3
Complaints	3
Appeals	3
Complaints and Appeals Procedures	4
Making a complaint:	4
To appeal an assessment decision:	5
Confidentiality	6
Records	6
Monitoring and Improvements	6
Unsettled Complaint or Appeals	6

Version	1.0
Date	08-04-19



Complaints and Appeals Policy

Assessors must explain the appeals process to participants prior to assessment. In addition they must ask participants if they agree to the result given following the assessment and then both parties must sign the document to confirm acknowledgment.

Any complaint or appeal must be considered in a transparent, objective and unbiased manner. The process incorporates the principles of natural justice and procedural fairness.

Any person wishing to make a complaint against WGI concerning its conduct as a Registered Training Organisation (RTO), whether a complaint, appeal or other matter, please see the complaints and appeals procedure noted below.

Grievance Process

Wild Geese International (WGI) strives to deal with issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint.

If participants have a grievance with any aspect of their training, they are encouraged to speak immediately with their Trainer / Assessor or our Director Patricia (Trish) Hawkey in order to resolve the issue.

If the participant is not satisfied that the issue has been resolved, he/she may wish to write a letter, forming a complaint.

Complaints

Complaints arise when a student is not satisfied with an aspect of our services and requests action to be taken to resolve the matter.

Any participant who wishes to make a complaint can do so in writing directly to their Trainer / Assessor or to our Director Trish Hawkey. All formal complaints will be heard and decided within 15 working days of the receipt of the written complaint by WGI.

A 'Register of Complaints' which documents all formal complaints and their resolution will be kept. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.

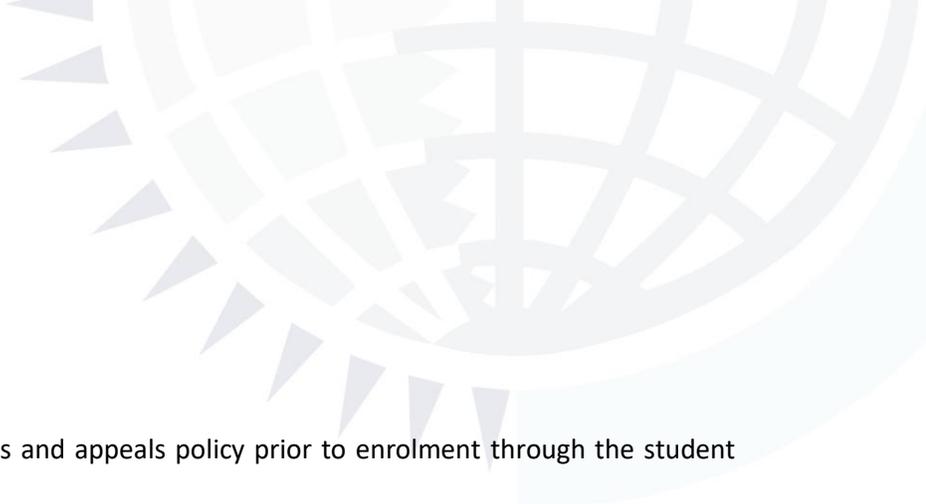
Appeals

Appeals arise when a participant is not satisfied with a decision that we have made with regards assessment.

All participants who find themselves deemed "Not Yet Competent" have the right to appeal that decision. All appeals shall be directed in writing (electronic or hard copy) detailing the competency that was assessed and the reason for the appeal to WGI's Director, Trish Hawkey within a period of four (4) weeks after your assessment decision.

Trish will review the assessment conducted to ensure the process was followed as per the assessment tool for that competency and that the participant being assessed was given a fair and reasonable opportunity to demonstrate competency.

Version	1.0
Date	08-04-19



Complaints and Appeals Procedures

Students are provided with the complaints and appeals policy prior to enrolment through the student confirmation letter.

Making a complaint:

Step 1:

Discuss it with a trainer or assessor with a view to resolving it immediately.

If you have a complaint about a staff member or the organisation please raise this directly with our Director Patricia (Trish) Hawkey.

Step 2:

If the complaint is not resolved in Step 1, then you can write the complaint onto the Complaints Form available from Administration and submit it to our Director. Trish will work with you and on your behalf in resolving this complaint.

Step 3:

The Director will discuss your complaint with your Trainer. Regardless of this, you have the right to tell your version of events and have an advocate present at any time in the complaints process.

Step 4:

Our Director will write the details of a complaint and its resolution onto our continuous improvement register when it is resolved.

Step 5:

Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant. The details will state the outcomes and reasons for the decisions made.

Step 6:

Where you are not happy with the outcome, the matter may be referred to an independent mediator for review. The complaint will be investigated fairly and objectively and details of the investigation will be provided in writing for the complainant. The details will state the outcomes and reasons for the decisions made.

Step 7:

Our Director will close out the improvement request when the complaint has been resolved to the satisfaction of both parties and note the outcome on the continuous improvement register.

Step 8:

A copy of the all documentation, in particular the complaint and the outcome, is placed in the student's file, trainer file and continuous improvement register as appropriate.

Version	1.0
Date	08-04-19



To appeal an assessment decision:

Step 1:

Discuss the assessment outcomes with the relevant trainer / assessor.

Step 2:

If this does not resolve the matter, or if the assessor is an active respondent to the appeal, then the appeal is recorded on a Complaints and Appeals Form available from Administration and submitted to our Director.

Step 3:

The Director records the student's dispute on our Continuous Improvement Register and written notification is included on the student's file.

Step 4:

Our Director assembles the following information or documents:

- Past Student record;
- Attendance registers;
- Assessment tools and assessment data, and
- Any other supporting documents.

Step 5:

The matter is then referred to a mutually agreed independent mediator to whom the appellant may deliver their own version of the problem and request a support person be present.

Step 6:

Our Director will then consider the issues raised and attempt to resolve the appeal to the satisfaction of the appellant.

Step 7:

The submission and the final outcome of the appeal is recorded and communicated to all parties in writing. The communication must contain the outcome of the appeal and the reasons for the decisions made. A copy of the communication is placed in the student file.

Step 8:

If the dispute has not been resolved to their satisfaction, then the student may make a formal submission. No appeal mechanism exists beyond this point in the appeals process.

Step 9:

The submission and the final outcome of the appeal must be recorded and communicated to all parties in writing. The communication must contain the outcome of the appeal and the reasons for the decisions made.

Version	1.0
Date	08-04-19



Confidentiality

Confidentiality is maintained and anonymity preserved where requested. Complainants/appellants are informed where this may limit the extent to which their complaint/appeal can be investigated.

Records

All complaints and appeals are documented in writing using the 'Complaints and Appeals Form' and recorded on the 'Complaints and Appeals Register'.

Monitoring and Improvements

All complaints and appeals are used for continuous improvement processes.

Follow-up actions may include:

- Ask for feedback from the client to determine whether they were satisfied with the way the complaint or appeal was handled;
- Change the practice that led to the complaint/appeal and at a later date review the improvement to see that it is working; and
- Review records of complaints and appeals to see whether there are specific issues (or staff or services) that are being targeted, and whether the complaints and appeals are being resolved in a timely matter.

Unsettled Complaint or Appeals

If the issue is not satisfactorily settled through the above process the client should be advised of the external Complaints and Appeals providers through the National Training Complaints Hotline on 13 38 73.

Version	1.0
Date	08-04-19