

Complaints & Appeals

Complaints or appeals may relate to:

- Training delivery and assessment
- The quality of the training
- The quality of service delivery
- Student support
- Materials
- Discrimination
- Harassment
- Venue
- Another student/participant
- Teacher/Djerriwarrh staff member/volunteer/contractor

Or any other issue that is deemed unreasonable.

Djerriwarrh encourage participants to approach a complaint or an appeal with an open view and to attempt to resolve any issues through discussion and conciliation.

For more information about our Complaints and Appeals Policy contact the Coordinator or Manager.



Head Office

239 Station Road

MELTON VIC 3337

Phone: 03-8746 1000

Email: info@djerriwarrh.org

ABN: 57 816 895 087

www.djerriwarrh.org.au

August 2018

IP 003
TOID 3771

Complaints, Appeals & You



Complaints and Appeals

Djerriwarrh Community & Education Services takes any complaint or appeal from a participant seriously and will handle it in a professional and confidential manner to help find a speedy resolution.

The aim of the complaint and appeals process is to provide an effective mechanism for ensuring that complaints, or appeals are resolved in a manner which is fair and equitable to participants.

Natural justice and procedural fairness will be observed by Djerriwarrh staff when resolving complaints or appeals.

What is a complaint?

A complaint is any expression of dissatisfaction with an action or service delivered by Djerriwarrh and requires action to be resolved.

What is an appeal?

An appeal is where a participant disputes a decision arising from a complaint, an assessment decision, or another decision made by Djerriwarrh.

Participants have the right to have any complaint or appeal dealt with through the organisation's internal dispute resolution process, and also have the right to take the complaint or appeal directly to the relevant State Registering Body.

The Steps

1. Initially raise the matter directly with the relevant Trainer, Coordinator or Manager. If you cannot do this, speak to a staff member that you feel comfortable with for assistance in making contact.
2. The Coordinator/Manager will attempt to resolve the complaint informally through discussion and conciliation.
3. If the matter is still unresolved, you will need to fill out a complaint or an appeal form in writing. This form will need to be delivered to reception in a sealed envelope or emailed to the Manager/Coordinator. You may get assistance to complete the form.
4. The Manager/Coordinator will take any necessary steps or action required to resolve the problem in a timely manner.
5. If there is still no satisfactory resolution the CEO will review the complaint or appeal and any attempts at resolution. The CEO will advise you in writing of the result of that review.
6. If the matter remains unresolved you may contact the National Training Complaints Hotline on 133873 (please select option 4) or the VRQA on 9637 2806.

You can also fill out an online form at <https://www.vrqa.vic.gov.au/complaints/Pages/making-a-complaint.aspx> or write a letter to Manager Complaints Unit, VRQA, GPO Box 2317, Melbourne VIC 3001.

Detail and results of the Complaint or Appeal will be recorded in a Register at Djerriwarrh.

The Complaints and Appeals Policy is available in the Student Information section of the Djerriwarrh website.

www.djerriwarrh.org.au

Complaint Form

(a copy of the Complaint Form and the Appeal Form are available from reception)

Name: _____

Telephone: _____

Address: _____

Have you spoken to a staff member at Djerriwarrh Community & Education Services about your complaint? If yes, what was their name?

Give details of your complaint including dates and times wherever possible:

Signature: _____

Date: _____

Witness: _____

Date: _____