

Participant Complaints and Appeals Policy

Introduction

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

Scope

This policy applies to employees, volunteers, contractors and participants unless it is related to a funded program which has its own complaints procedure that must be contractually adhered to.

Definitions

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

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

Complaints and appeals can arise from matters of concern relating to:

- training delivery and assessment
- the quality of the training
- quality of service delivery
- student support
- materials
- discrimination
- harassment
- venue
- another student/participant
- teacher/trainer/other staff member/volunteer/contractor

Natural Justice - is concerned with ensuring procedural fairness. It involves:

- Decisions and processes free from bias
- All parties having the right to be heard
- All parties having a right to know how and of what, they are involved/accused
- Investigating a matter appropriately before a decision is made
- All parties being told the decision and the reasons for the decision

Policy

Djerriwarrh endeavours to resolve participant's complaints or appeals through discussion and conciliation. Djerriwarrh will treat all complaints seriously and attempt to resolve them with confidentiality and fairness in a timely manner and without fear of prejudice, reprisal or victimisation.

When a complaint or appeal cannot be resolved through discussion and conciliation, participants may lodge a formal complaint or appeal in writing. Djerriwarrh will attempt to resolve the complaint or appeal as quickly as possible. Participants have the right to an advocate.

Natural justice and procedural fairness will be observed in resolving complaints.

Where a formal complaint or appeal cannot be resolved following the procedure (PR 008a or PR 008b), Djerriwarrh may approach Board representatives to mediate between the parties. Djerriwarrh acknowledges there may also be need for an appropriate external and independent agent to mediate between the parties.

Any complaint involving a breach of law is referred to an appropriate agency/organisation for action.

Formal complaints will be documented in the Complaints Register and will be used to inform continuous improvement where relevant.

A copy of this policy and relevant complaint or appeal form is available to staff via the internal IT system and to the public and participants via the Djerriwarrh web site as well as in the Student Handbook.

For unresolved complaints and appeals participants may also contact The National Training Complaints Hotline on 133873 (please select option 4) or the VRQA by phone on 9637 2806, by completing an online form or writing a letter to Manager Complaints Unit, VRQA, GPO Box 2317, Melbourne, VIC ,3001

Associated Policies	PO 025 Participant Recruitment, Selection and Enrolment PO 026 Participant Induction
Associated Procedures	PR 008a Participant Complaints PR 008b Participant Appeals
Other associated documents Internal	FO 021 Complaint Form FO 022 Appeal Form FO 023 Complaint Appeal Action Form IP 003 Complaints Appeals and You
Relevant Legislation	
Other associated documents External	AQTF Conditions and Standards VRQA Guidelines