

# Student Complaints and appeals

## Part One: Student Grievances

### Policy

- All prospective students will have access to a copy of the Complaints and appeals Policy and Procedure document
- All disputes will be handled professionally and confidentially in order to achieve a satisfactory resolution
- All parties will have a clear understanding of the steps involved in the procedure
- All complaints and appeals will be managed fairly and equitably as possible
- CEACA will resolve any issues fairly and equitably within ten (10) working days.

Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues, which may arise.

The policy provides an avenue for most grievances to be addressed, however in some cases alternative measures may need to be explored. CEACA will encourage the parties to approach a complaint with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties.

### Procedure

The procedures relating to the delivery of training and/or the assessment involves the student initiating the following:

- Discussion with relevant trainer about the complaint
- If it is unable to be resolved, it can be taken before the CEO.
- If it is unable to be resolved at this level, the complaint can then be referred to the CEACA Board of Management.

If the complaint cannot be resolved internally, CEACA will advise the student of the appropriate body where they can seek further assistance.

A student who raises a complaint with the RTO and is unsatisfied with the outcome, has the option to seek further advice from ASQA.

Example: ASQA ([www.asqa.gov.au](http://www.asqa.gov.au))

### Recording of complaints

All complaints are to be recorded in the appropriate corrective action record (CAR) including:

- Date and time of complaint
- Content of complaint
- Outcome to be signed off by complainer and person resolving complaint.

Complaints should be made in writing where possible, but verbal complaints will be considered equally.

### **Further Help**

If you are having any issues with a unit or would simply like to ask a question of the trainer then please contact your trainer or contact the Training and Student Coordinator at a responsible time.

Trainers are generally available to students, half an hour before and after class. For one on one help sessions, notify your trainer immediately if you require additional help.

A trainer is not responsible if a student falls behind because they have not sought help for their students.

### **Part Two: Employee Grievances**

#### **General Grievances and Problems – Employees**

##### **a) General**

###### **Employees may raise a Grievance in the following circumstances:**

- Receipt of client/customer complaints or a complaint from any other source.
- A problem occurs due to a person's failure to comply with quality procedures.
- Accidents and potential hazards in any of CEACA's sites.
- Non-conforming product or service is detected.
- A loss or damage occurs at any time.
- In each of the above circumstances, this procedure shall be implemented in full.

##### **b) Reporting**

- Grievance sheets shall be available at all CEACA sites and to all employees.
- When a grievance (refer paragraph 1 above) is identified, the appropriate employee shall immediately raise a GPS and complete the date and time of the occurrence and the recommended immediate short term corrective action section.
- When the incident requires urgent action for safety reasons, the relevant employee shall, in the spirit of good intent, immediately implement appropriate corrective action.

#### **Corrective action may involve;**

- Meeting with the customer and/or appropriate employee,
- Advising the customer of alternative independent organisations that can assist with the grievance,
- Removing people from a potential hazard,
- Re-work or replace product or service,
- Referral to a more senior employee.
- The employee that raises the grievance/problem shall pass the completed form to the Manager (reviewer) within one hour of raising the grievance.
- The employee shall immediately advise the CEO if the grievance or problem involves an alleged criminal action or could result in adverse public relations.

**c) Review and Disposition**

- On receipt of a grievance, the reviewer shall review the grievance/problem with relevant personnel to assess and if appropriate, amend the recommended short-term corrective action.
- The reviewer shall approve the short-term corrective action within 24-hours, by signing the grievance/problem form.
- The grievance/problem form shall be forwarded to the CEO who shall be responsible for undertaking the short-term corrective action.
- On completion of the approved short-term corrective action, the grievance/problem form shall be filed for review, by the CEO.
- The CEO shall check that the appropriate short-term corrective action has been undertaken and if satisfied, forward the completed form to the Board of Management for information.
- The CEO shall register the grievance/problem and consider the need for long-term corrective action.
- Grievance/problems that relate to employees or customers shall be regarded as confidential and retained within the relevant person's file. All other grievances/problems shall be retained within the grievance/problem form register that will be maintained by the CEO.

The relevant employee shall offer any client or employees member a copy of the grievance/problem sheet for their own records.

**The CEO shall review each grievance/problem on a monthly basis (or more frequently) to ascertain:**

- Type of problems encountered (internal or external: individual or universal),
- Completed status,
- Effectiveness of short term corrective action, for statistical analysis.

**Part Three: Misconduct**

For the purposes of this procedure serious or wilful misconduct will include malicious damage of property, assault, theft, disorderly conduct, negligence or carelessness in the discharge of duty, being absent without permission and refusal to carry out reasonable directions.

In all cases of alleged misconduct, the onus of proof shall be on CEACA to substantiate the allegations.

**The following procedures shall apply:**

CEACA shall document all relevant details, including the date, nature of offence, the employee's response to any warnings, charge of misconduct etc.

- Should the circumstances appear not to be sufficiently serious or all the facts or circumstances of the case not clear enough to warrant instant dismissal, CEACA may suspend the employee with pay pending an investigation.

If, following investigation, it is considered that the circumstances are not sufficiently serious to warrant instant dismissal then disciplinary action shall be taken. A final warning shall also be issued in writing.

In cases where it is considered that summary dismissal is warranted then the employee shall be informed of such and advised of his/her rights. This shall be done in the presence of witnesses. Details of the dismissal and circumstances surrounding it shall be provided to the employee representative at the earliest possible opportunity.

#### **Part Four: Appeal Process**

For the purposes of this procedure, any employee or individual who is not satisfied with the proposed outcome or the grievance process in which they have participated, may raise in writing, their grievance at the proposed outcome and deliver it immediately to the CEO of CEACA.

Where the process prescribed in Part Two of this procedure has been applied, the employee or individual may request that this process be re-activated or a new grievance by lodged.

All appeals shall be heard by a panel of three independent people drawn from the community.

The decision made by this group shall be binding on all parties.