
PURPOSE

The Company recognises that staff, including contractors, and clients will occasionally have a grievance concerning the operations and the VET Courses or other administrative matters, and that to be responsive to feedback we require a process to address such circumstances.

Staff grievances are dealt with under the **Human Resources Policy**. Client and participant complaints and appeal processes are set out below.

RESPONSIBILITY

The Managing Director

IMPLEMENTATION

The General Manager - Training, all staff and clients

PROCESS

Client Complaints

All client complaints must be dealt with in a constructive and timely manner.

1. *Talk to us as soon as there is a problem.*

In the first instance you should talk to the Trainer. We encourage you to talk to us and explain your concerns in person to see if this can be quickly resolved. The staff will make a note of your concerns and follow up appropriately.

2. *Meet with the General Manager - Training to explain your complaint.*

If the problem continues or is not easy to resolve informally, please ask for a meeting or e-mail the General Manager - Training. If it helps, you can bring a friend along with you. You will be given the opportunity to present your case. We will make notes of the meeting, the complaint and the proposed solution that is hopefully agreed at the meeting. We undertake to investigate the matters you have raised and respond within a reasonable time. We will keep a record of your complaint and the outcome in our register and on file. We may ask you to sign this record, acknowledging your involvement in the complaints process.

3. If you are still not satisfied, you may *write a formal complaint to the Managing Director*.

You may request a **Complaints Form** directly from Transformed, or simply email Transformed outlining the circumstances surrounding your complaint.

Your complaint will be heard by an internal panel that will provide you with the opportunity to put your case. The panel's decision including the reasons will be provided in writing within 4 weeks of the panel meeting.

4. *Mediation*

If the matter is still unresolved, we will suggest an independent mediation body to examine the matter. Mediation can be provided through three organisations:

1. The Conflict Resolution Network
2. The Australian Project Management Institute
3. A Migrant Resource Centre where bi-lingual support is available if preferred by the complainant.

The complainant can also call the DEST complaints hotline

VET training delivery and assessment matters can be taken to ASQA.

If the unresolved matter is not related to training delivery, you could take your complaints to the Department of Fair Trading or the ACT ombudsman.

ASSESSMENT APPEALS

From time to time, a course participant may be dissatisfied with the results of a major assessment and wish to appeal the decision. It is important that the appeal is settled as quickly as possible.

1. *Resubmission or a second testing.*

In the first instance, the Assessor will provide you with an opportunity to re-sit the exam or resubmit the piece of work. It will then be re-marked by the Assessor.

2. A second Assessor will be asked to re-mark the work

The Assessor should immediately inform the General Manager - Training of the disagreement or dispute or appeal of the results, record the issues in writing and we will make arrangements for re-assessment by another Assessor.

3. A written assessment appeal process

If the participant is still not satisfied with the re-submission process and second marking the participant must put their appeal in writing and then meet with the Managing Director and the Assessor to discuss the assessment appeal. Details of the meeting will be recorded in writing and the participant informed. The participant will be given a written statement of the final appeal outcomes, including reasons for the decision within 14 days.

4. The participant has the right to take an appeal related to a VET qualification to ASQA when other avenues have failed.

Participants have the right to take further action under Australian Consumer law and the right to pursue other legal remedies.

If your complaint is substantiated, it is our responsibility to follow up on the issues, modify policies and procedures if required and record this action in the continuous improvement system.

DOCUMENTS AND EVIDENCE OF PROCESSES

- Participant Information guide
- Terms and Conditions of enrolment on the website
- Complaints and Appeals form
- Email communication
- Complaints and appeals register
- Continuous improvement request
- Continuous improvement register