CTPOL06 Complaints and Appeals Policy

Purpose:

This policy is based on the provision and maintenance of training services that are fair and reasonable, and affords a forum where issues or inadequacies can be resolved. The Civil Train Victoria, Complaints and Appeals Procedure provides adequate opportunity for complaints and appeals to be forwarded Civil Train Victoria management in a timely, confidential and sensitive manner.

Policy:

Civil Train Victoria is committed to facilitating a learning process that is both beneficial and enjoyable.

Civil Train Victoria ensures that students, staff or clients have access to a fair and equitable process for dealing with complaints and appeals in a constructive and timely manner.

Definitions

Complaint – a person's expression of dissatisfaction with any service provided by Civil Train Victoria.

Appeal – a request to review a decision that has previously been made.

Civil Train Victoria recognises the rights of students/staff to complain without recrimination. Any student/staff wishing to make a complaint against Civil Train Victoria shall have access to the following process:

Informal complaint:

1. The initial stage of any complaint from a student is to communicate directly with the trainer of Civil Train Victoria who provided the service. The trainer will make a decision and record the outcome of the complaint.
2. A student dissatisfied with the outcome of the complaint to the trainer may then escalate their complaint to the RTO Supervisor, who will make a decision and record the outcome of the complaint.
3. All staff members approached by a student with a complaint should attempt to resolve the complaint informally within five (5) working days.
4. A student dissatisfied with the outcome of the complaint may initiate a formal complaint.
5. A complaint from a staff person or client should initially communicate with the General Manager (GM) – Training Services. The GM will make a decision and record the outcome of the complaint.

6. A staff person or client dissatisfied with the outcome of the complaint may initiate a formal complaint.

Formal complaint:

1. Formal complaints may only proceed after the informal complaint procedure has been exhausted.
2. Formal complaints must be made in writing on Civil Train Victoria's Complaints and Appeals Form (Part A) which can be obtained from Civil Train Victoria's administration or website
3. Completed Complaints and Appeals Forms can be emailed to civiltrain@ccfvic.com.au or can be sent to the following address:
   General Manager –Training Services
   Civil Train Victoria
   Level1/322 Glenferrie Rd
   Malvern, Vic, 3144
4. Upon receipt of a formal complaint, the General Manager – Training Services will review the details relating to the complaint and if required convene an independent panel to hear the complaint. The panel members will not include anyone who has had previous involvement with the complaint. An investigation will take place based on the information provided. (*Form Part A*)
5. The student shall be given an opportunity to present his/her case to the panel and may be accompanied by one other person as support or as representation.
6. The relevant staff member shall be given an opportunity to present his/her case to the panel and may be accompanied by one other person as support or as representation.
7. The investigator or panel will make a decision on the complaint and communicate its decision to all parties in writing within five (5) working days of making its decision.
8. Once a complaint is resolved, the General Manager – Training Services will record the nature of the complaint and outcome (*Form Part B*) and forward the information to Civil Train Victoria's Training Department for reporting and continual improvement purposes.

Appeals

If a student, staff person or client believes that the correct procedures have not been followed, he/she can appeal to the Chief Executive Officer/Director or nominee. The Chief Executive Officer/Director or nominee will convene a meeting where all parties will be afforded an opportunity to be heard in a manner which provides sufficient time to prepare their case. Any party may make written or oral submissions. The outcome will be communicated to all parties in writing within five (5) working days of the decision being made.

If a resolution is not reached, the Chief Executive Officer/Director or nominee will arrange a meeting with an independent external representative and a Civil Train Victoria member with no prior involvement in the appeal. All relevant parties will be notified prior to the meeting of the date, time and venue. The outcome will be communicated to all parties in writing within five (5) working days and this decision will be final.