

CTPOL06 Complaints and Appeals Policy

Purpose

This policy is based on the provision and maintenance of training products and services that are fair and reasonable and affords a forum where issues can be resolved. The Civil Train Victoria, Complaints and Appeals Policy provides outlines the complaints and appeals process.

Scope

This policy covers all students and clients enrolled in Civil Train courses and ensures they have access to a fair and equitable process for dealing with complaints and appeals in a constructive and timely manner. All associated processing and outcomes of each complaint and appeal will be recorded in the complaints and appeals register.

Policy

Definitions

Complaint- a person's expression of dissatisfaction with any service/product 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 to complain without recrimination or discrimination. Any student wishing to make a complaint against Civil Train Victoria shall have access to the following process:

Informal complaint:

- 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 action appropriately and report the complaint to their Supervisor Team Leader, Training) and the outcome to the who will record it in the complaints register.
 - Unless the complaint is in regards to the Trainer or too complex in nature then it should be directed to the Program Supervisor-RTO.
- A student dissatisfied with the outcome of the complaint to the trainer may then escalate their complaint to the Program Supervisor-RTO, who will action appropriately and update the record in the Complaints and Appeals Register.
- All staff members approached by a student with a complaint should attempt to resolve the complaint informally within five (5) working days.
- A student dissatisfied with the outcome of the complaint may initiate a formal complaint in writing via email to civiltrain@ccfvic.com.au. This must be addressed to the Executive Manager, Training, Service Delivery and Performance

and recorded in the complaints register. Refer to Formal Complaints section of this policy for further details.

Formal complaint:

- Formal complaints may only proceed after the informal complaint procedure has been exhausted.
- 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
- Completed Complaints and Appeals Form is to be emailed to civiltrain@ccfvic.com.au to the attention of Executive Manager, Training, Service Delivery and Performance
- or sent to the following address:

*Civil Train Victoria
9 Business Park Rd Notting Hill Vic 3163*

- Upon receipt of a formal complaint, the Executive Manager, Training, Service Delivery and Performance 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*)
- 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.
- 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.
- 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.
- Once a complaint is resolved, the Executive Manager, Training, Service Delivery and Performance 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 in the complaints and appeals register for continual improvement purposes.

Appeals

If a student 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. All stages of this formal complaint process are to be documented and added to the relevant complaints and appeals register file.

Complaints and Appeals Register

The Register will be located in a secure site accessible by relevant RTO staff for uploading of reports, updating current files and reviewing on a fortnightly basis. All documents and reports associated with claims will be stored in the register permanently.

Oversight:	CEO
Approval Level:	CEO
Approval Signature:	Lisa Kinross
Approval Date:	26/03/23
Review Date:	26/03/24