
PORTLAND WORKSKILLS COMPLAINTS & APPEALS HANDLING POLICY & PROCEDURES

WorkSkills will address complaints and appeals immediately, effectively, professionally and confidentially to ensure a fair and equitable outcome.

Furthermore:

- Each complaint and appeal and its outcome will be recorded in writing.
- Each appeal will be heard by an independent person or panel
- Each appellant will have an opportunity to formally present his or her case
- Each appellant will be given a written statement of the appeal outcomes, including reasons for the decision
- Portland WorkSkills will act upon the subject of any complaint found to be substantiated

It is WorkSkills' policy to encourage the parties to approach a complaint with an open view and to attempt to resolve the situation through discussion and conciliation. Where the complaint cannot be resolved amicably through discussion and conciliation, WorkSkills recognises the need for the appeal to be heard by an appropriate, external and independent person or panel, and that it is the complainant's right to escalate the complaint to the VRQA.

1.1.1 Complaints

Portland WorkSkills' Complaints Handling Procedure provides the framework for complaints to be addressed. Each case will be addressed on its merits.

1. The complainant is to be provided with a Complaints Reporting and Action Form.
2. The completed record of the complaint is to be maintained in the Complaints and Appeals/Accidents and Incidents Register and a copy of the form is to be filed in the client's file.
3. The complaint will be investigated in line with Portland WorkSkills standard operating procedures.
4. The outcome of the complaint will be communicated to the complainant.
5. Where the subject of a complaint is found to be substantiated, Portland WorkSkills will review relevant policies and procedures and implement changes where and when deemed appropriate.

1.1.2 Appeals

Portland WorkSkills has an appeals procedure for any decisions made by, or on behalf of, Portland WorkSkills. The Appeals procedure is to reassure clients that any concerns about such decisions will be taken seriously, and handled professionally and confidentially in order to achieve a speedy resolution.

The procedure is implemented where:

- A client disagrees with a decision made by, or on behalf of, Portland WorkSkills
 - A learner disagrees with an assessment decision made by a trainer/assessor
1. An Appeals Form is to be completed and submitted to the Training & Employment Services Training Manager and/or the Executive Officer.
 2. The evidence and decision will initially be reviewed by the Training Manager and/or the Executive Officer, then by an independent person or panel.
For appeals of a general nature, the Board of Management Review Panel will be used.
For assessment appeals, a suitably qualified trainer/assessor from another RTO will be used.
 3. The learner will be invited to present his or her case.
 4. The learner will be advised, in writing, of the appeal outcome including reasons for the decision.
 5. The VRQA is the final level of appeal and clients will be advised of their right to appeal to the VRQA and they will be provided with VRQA contact details.

For further information on the 'National Code of Good Practice for responding to complaints about Vocational Education and Training Quality' go to <http://www.connect.edu.au/pages/ncc.pdf>

1.2 COMPLAINTS REPORTING AND ACTION FORM

Portland WorkSkills is committed to improving services to all clients.

If your concerns need to be further addressed, please complete the following form and return to Portland WorkSkills PO Box 188 PORTLAND VIC 3305.

Portland WorkSkills has a Complaints & Appeals Handling Policy and Procedures document which outlines the steps taken to resolve complaints.

Name: _____
(Your name and address must be included for follow-up purposes)

Address: _____

Telephone: _____ **Date:** _____

Comments :

(Please describe your concerns in the area provided below)

Describe any efforts you have made to resolve your concern

Date of incident or concern: _____

Signature: _____

For Office Use Only

Name of WorkSkills Representative handling the Complaint: _____

Steps taken:

- 1
- 2
- 3
- 4
- 5
- 6

Resolution:

Outcome communicated to learner Yes / No Date: _____

Client signature: _____

WorkSkills Representative signature: _____

Third party signature (if applicable): _____

NB. If you are not satisfied with the decision, you may appeal the decision. Please see Appeals Form.

If you are still not satisfied with the decision, you may take the appeal to the Victorian Registration & Qualifications Authority (VRQA). The VRQA may be contacted on 03 9637 2806 (9.00am-5.00pm Mon-Fri) or email vrqa@edumail.vic.gov.au

1.3 APPEALS FORM

Portland WorkSkills is committed to improving services. If you are dissatisfied with a decision (eg in response to a complaint or an assessment decision) you have the right to appeal.

Please complete and return the following form to the Portland WorkSkills Training Manager or the Executive Officer, PO Box 188 PORTLAND VIC 3305

Name: _____
(Your name and address must be included for follow-up purposes)

Address: _____

Telephone: _____

Third Party details (if applicable): _____

Telephone: _____

Date of Appeal: _____

Comments Describe your concern with the decision in the area provided below. Please provide as much information as possible to support your appeal. The appeal will be reviewed by an independent person or panel and you will be invited to present your case. The appeal outcome will be communicated to you in writing. If you are not satisfied with the decision, you may take the appeal to the Victorian Registration & Qualifications Authority (VRQA). The VRQA may be contacted on 03 9637 2806 (9.00am-5.00pm Mon-Fri) or email vrqa@edumail.vic.gov.au

Attach extra sheets if needed

Signature: _____

For Office Use Only

Name of WorkSkills Representative handling the Appeal: _____

Steps taken:

- 1
- 2
- 3
- 4
- 5
- 6

Appeal Decision:

Outcome communicated to the client Yes / No Date: _____

Further Action required: Yes / No

If further action is required another Appeals Form is to be completed

I am satisfied that my appeal has been addressed and the decision has been communicated to me

OR

I understand that I may take the appeal to the Victorian Registration & Qualifications Authority (VRQA) if not satisfied with the decision. The VRQA may be contacted on 03 9637 2806 (9.00am-5.00pm Mon-Fri) or email vrqa@edumail.vic.gov.au

Client signature: _____

WorkSkills Representative signature: _____

Third party signature (if applicable): _____