



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.

Complaints and Appeals Handling Procedures

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 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 deemed appropriate.

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, such as Warrnambool Community College, 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.

For further information on the National Code of Good Practice for responding to complaints about Vocational Education and Training Quality go to the following website.

[\(source:http://www.training.com.au/portal/site/public/menuitem.8705263d6bde1c80f9fa5a1017a62dbc/\)](http://www.training.com.au/portal/site/public/menuitem.8705263d6bde1c80f9fa5a1017a62dbc/)