

Complaints and Appeals Policy and Procedure

Purpose

This procedure describes the process by which trainers and students and other stakeholders may have feedback and complaints addressed effectively, efficiently, professionally and confidentially. The disputes may be between student to student, student to staff, staff to staff

Complaints from all stakeholders will be used for continuous improvement of services provided by CFT.

Relevant Standard

Standard 6.1, 6.2, 6.3

Scope

This policy applies to all persons enrolled with or seeking enrolment with CFT for the delivery of training and assessment services, as well as those employed by, or contracted to CFT for the delivery of training, conduct of assessments, administrative duties and/or provision of support services.

Information to students will be given on enrolment and in the Student Handbook.

All feedback and complaints will be logged in the Complaints Register.

Online learners are given information and can readily give feedback via support@cft.com.au (or via phone for informal complaints). Information in the Student Information Handbook instructs students on how to proceed with any formal complaint, as per this policy and procedure.

Definitions

A complaint is deemed to be dissatisfaction with the procedures, outcomes or the quality of service provided by employees of CFT in relation to the following processes:

- Bookings and enrolments
- Training delivery
- Training/competency assessment, including recognition of prior learning
- Issuing of results, certificates and/or statements of attainment
- Any other activities associated with the delivery of training and assessment services

An appeal is reference to a independent mediator to evaluate a complaint that has been rejected by the College complaints process.

Process for Complaints and Appeals

Complaints

1. CFT International maintains a supportive and fair environment, which allows training participants, staff and stakeholders to lodge complaints. Complaints are ideally resolved as amicably as possible using this formal appeal process. Complaints may be between participants (“Learners”), participants and staff or between members of staff.
2. We will commence the complaints process with 10 working days of a formal lodgement of the complaint and supporting information. All reasonable measures are taken to finalise the process as soon as practicable.
3. Where verbal complaints regarding vocational education are received, they can be discussed with the Trainer and preferably resolved. Complaints about the organisation can be directed to the Director.
4. If the complaint is not resolved then the complaint is documented by the complainant onto the Complaints and Appeals Form. Student complaints are submitted to the Administration Manager.
5. The Assessor liaises with the Director and Administration Manager. Each complainant has the right to have their version of events heard in the resolution negotiation and have an independent advocate present.
6. Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant. The details will state the outcomes and reasons for the decisions made.
7. The Director will close out the matter the satisfaction of both parties. A copy of the all documentation, in particular the complaint and the outcome, is placed in the student’s file, staff file or Continuous Improvement Register as appropriate. A copy of the documentation is forwarded to the complainant.
8. Where the resolution requires a documented change to policies and procedures, the Administration Manager notifies the Director of the change to ensure that the procedure for document change as listed in the Work Instruction I ‘Document Control’ is followed with the appropriate records made.
9. In the event that a complaint is substantiated, CFT International will take prompt and appropriate action to resolve the circumstances.
10. If the student chooses to access our complaints and appeals processes, CFT International will maintain the student’s enrolment while the complaints and appeals process is ongoing.

Appeals

1. When a student is not happy with the outcome of a complaint the following appeal process is followed. The appeal is discussed with the Director. If this does not resolve the matter, then the appeal is to be documented and submitted to trigger mediation by using either a simple written letter or a copy of the Complaints and Appeals Form.
2. The Director records the Student's dispute on the Register of Continuous Improvement and puts written notification on the student's file and organises attendance by the student and CFT International's representatives at the local court to meet with the Community Justice Centre representative. These are trained mediators, familiar with the alternative dispute resolution mediation process. The process is also without cost. Community Justice Centres can be contacted on 1800 990 777.
3. An appellant may deliver their own version of the matter to the mediator and request a support person be present. The rules of alternative dispute resolution apply.
4. The matter should then consider the issues raised and attempt to resolve the appeal to the satisfaction of the appellant. All appeals of complaints that are found to be proven must be acted upon through the continuous improvement process to make systematic changes to prevent the recurrence of this as a problem again.
5. The final agreement, achieved through the alternative dispute resolution process is put into court orders, which bind the parties to the agreed resolution. There is no further appeal mechanism beyond this point. The student may always revert to common law.
6. Please note that at each step of the complaints and appeals process CFT International will allow the student to make representation either orally or in writing prior to reaching a decision.
7. If the student has complaints that do not directly concern CFT International but may affect their ability to achieve competency, they shall be referred to appropriate external support groups for assistance.

Complaints to ASQA

ASQA is not an appropriate body to handle your complaint: our college complaints process must followed to completion before any reference to ASQA can be made.