

## **Complaints and Appeals Policy and Procedure**

### ***Policy***

Precise Training ensures that the work and learning environments are in accordance with laws and policies which promote a culture that respects the diversity of staff and students. Precise Training is committed to upholding the principles of equal opportunity and fair treatment for all by providing an environment free from unfair treatment, harassment and discrimination. To support this, Precise Training has provided complaints and appeals procedures that are fair, sensitive and confidential. Appropriate training will be provided to staff involved in the complaints and appeals process as outlined in this document.

The Complaint and Appeal Policy and Procedure is designed to:

- prevent personal conflicts from becoming entrenched;
- resolve complaints and appeals speedily in a confidential, peaceful and effective manner;
- be easily accessible to staff and students to enable an effective and productive work and study environment; and
- enable monitoring of complaints and appeals.

Precise Training believes that the development of consistent complaint and appeal processes will assist in achieving these purposes.

Precise Training will provide appropriate guidance to staff involved in the complaints and appeals processes as outlines in this document.

Precise Training does not tolerate victimisation of staff or students in the exercising of their rights of complaint.

### ***Complaints Procedure***

A staff or student complaint is related to a decision, act or omission by a staff member or student of Precise Training which an affected person believes is wrong, mistaken, unjust or discriminatory.

If a student or member of staff wishes to discuss a grievance, they should initially speak with the person involved, the Training Manager and / or a designated Complaint and Appeal Adviser within 3 months of the event(s) associated with the complaint. After 3 months, a complaint will not be considered unless there are substantial reasons for the delay in reporting the complaint.

The outcome of any discussion held will be forwarded to the grievant in writing. If not satisfied with the outcome of the discussion, the grievant may lodge a formal complaint. The grievant must submit a written complaint to the Chief Executive Officer detailing the following information:



**VIC - Head Office**  
Level 1, 260 Dorset Rd  
Boronia 3155  
Ph. 03 8739 7000  
Fax. 03 9761 2331  
infovic@precisetraining.com.au

**NSW**  
17 Cowper St (PO Box 40)  
Granville 2142  
Ph. 02 9912 2199  
Fax. 02 9897 3585  
infonsw@precisetraining.com.au

- A description of the complaint
- Steps that have already been taken in order to try and resolve the complaint
- The desired outcome (ie what needs to happen in order to resolve / fix the complaint and prevent it from occurring again)

If the complaint is not resolved to the satisfaction of the grievant, they may lodge an appeal by making arrangements for an external independent third party to resolve the issue.

Precise Training has appointed Phoenix Compliance Management as the independent panel to review all complaints and appeals, including appeals against assessment. For further information, contact Chris Stephens, Director, Phoenix Compliance Management, telephone (02) 9499 4300, fax (02) 9499 4322, mobile 0414 882 234.

Once a resolution has been achieved, all parties will receive a written statement of the outcome(s) of the complaint and the reason for the decision.

Documentation collected in related to complaints will be retained in accordance with the Administration and Records Management Policy.

## **Complaints and Appeals Advisers**

Complaints and Appeals Advisers assist in resolving complaints. They can be contacted by staff and students for assistance in the resolution of their complaint and will advise on the process of complaint resolution.

Upon receipt of a complaint, the adviser will act within 5 working days. It is expected that resolution of the complaint will be completed within 30 working days.

Complaints and Appeals Advisers can also provide advice on matters which may not culminate in a complaint being made.

## **Confidentiality**

Confidentiality is an important aspect in assisting with the resolution of a complaint. All parties involved in the complaints process are expected to maintain a high level of confidentiality at all times.

Any breaches of confidentiality may be subject to disciplinary action.

(Refer to Confidentiality / Privacy Policy)

## **Definitions**

For the purpose of this policy:

1. Discrimination - can be either direct or indirect:
  - Direct discrimination - is the result of beliefs and stereotypical attitudes some people may have about the characteristics and behaviour of an individual or members of a group. Direct discrimination occurs when a person or group is specifically excluded



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from an opportunity because of a personal characteristic such as sex, age or ethnic origin.

- Indirect discrimination - occurs when rules, practices and decisions are applied to people equally and appear to be neutral, when in fact the rule or practice significantly reduces the chance of an individual or members of some groups in obtaining a benefit or opportunity.
3. Grievant - is a student or staff member who is directly affected by a decision, act or omission by any person or persons within Adult Education Academy, which the student or staff member considered wrong, mistaken, unjust or discriminatory, and is causing concern or distress to them.