
Complaints and Appeals Policy and Procedure

PURPOSE

This policy and procedure is to provide clear and practical guidelines to ensure that complaints and appeals of students can be resolved in accordance with the principles of natural justice, equity and efficiency.

SCOPE

This complaints and appeals policy applies to all students enrolled with Driver Skills International. Where there are no contractual (corporate or funding) agreements that dictate otherwise, an appeal must be lodged to the Training Delivery Manager within 7 days of the student receiving a judgment.

DEFINITIONS

Complaints and Appeals include but are not restricted to matters of concern to a student relating to training delivery and assessment; the quality of the training; student support and materials; discrimination; and sexual harassment.

Natural Justice is concerned with ensuring procedural fairness:

- Decisions and processes should be free from bias.
- All parties have the right to be heard.
- The respondent has a right to know of what s/he is accused
- All parties are told the decision and the reasons for the decision.

POLICY

Driver Skills International believes that a student, who has a complaint or an appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation.

The student has the right to present the complaint or appeal formally as well as in writing.

Driver Skills International will manage all complaints and appeals as fairly, equitably and efficiently as possible. Driver Skills International will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, Driver Skills International acknowledges the possible need for an appropriate external and independent person to mediate between the parties. The parties may be given the opportunity to formally present their case to the independent person.

Confidentiality will be maintained throughout the process of making and resolving complaints. Driver Skills International seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

A copy of this Policy is available to all students and staff via the Driver Skills International Office.

Procedure:

Should a student have a complaint or appeal, the following steps are to be followed:

1. Student should discuss the issue with the person involved to try and resolve it verbally.
2. If no resolution is reached, the student should discuss the issue with his / her trainer to see if it can be resolved.
3. If still no resolution the student should complete the *appeals form* within 7 working days of the event.
4. In the case of an appeal, the Training Delivery Manager will assess the result and assessment and will moderate this with the trainers, and then present the student with a written report within 21 days. In the event of a complaint, the Training Delivery Manager has 7 days in which to respond.
5. If the issue is not dealt with to the student's satisfaction s/he may bring it to the attention of the Director. The Director will either deal with the issue personally or arrange for it to be dealt with by an independent management representative. This process must commence within 48 hours from the time the Director receives written notification from the student about their dissatisfaction to the response received from the Training Delivery Manager and a response / resolution must be presented within 7 working days.
6. Should the issue still not be resolved to the student's satisfaction, the RTO may make arrangements for an independent external person to resolve the issue. The student will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer than 14 days.
7. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14 day period.
8. If the student is still not happy with external mediation of the appeal, they may take their complaint to the Australian Skills Quality Authority (ASQA)

Complaints Team
Australian Skills Quality Authority
GPO Box 9928
SYDNEY NSW 2001
Tel: 1300 701 801

You can also submit your complaint online to ASQA by referring to the web site:-

<http://www.asqa.gov.au/complaints/making-a-complaint.html>

In respect to complaints and depending upon the nature of the complaint eg discrimination, fair trading etc, the student will be directed to the appropriate government department.

9. All documentation relating to complaints or appeals should be archived for audit purposes.
10. The Training Delivery Manager will be responsible for the implementation and maintenance of the policy.