



trainwest

training your future

## Complaints Policy

Any person wishing to make a complaint against Trainwest concerning its conduct as an RTO, whether a grievance, appeal or other matter, shall have access to the complaints procedure. All formal complaints will be heard and decided within 15 working days of the receipt of the written complaint by Trainwest. The CEO will keep a 'Register of Complaints', which documents all formal complaints and their resolution.

### Complaints procedure

Persons with a complaint concerning the manner that Trainwest conducts its responsibilities as an RTO, have access to the following procedure:

#### Informal complaint:

- The initial stage of any complaint shall be for the complainant to communicate directly with the operational representative of Trainwest, e.g. the trainer, who will make a decision and record the outcome of the complaint
- Person(s) dissatisfied with the outcome of the complaint to the trainer may then complain to the CEO or equivalent, who will make a decision and record the outcome of the complaint
- Person(s) dissatisfied with the outcome of the complaint to the CEO may initiate a 'formal complaint'.

#### Formal complaint:

- Formal complaints may only proceed after the informal complaint procedure has been finalised
- The complaint and its outcome shall be recorded in writing
- On receipt of a formal complaint the CEO shall convene an independent panel to hear the complaint; this shall be the 'complaint committee'
- The complaint committee shall not have had previous involvement with the complaint and should include representatives of:
  1. The CEO
  2. The training staff
  3. An independent person
- The complainant shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation

- The relevant staff member shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation
- The complaint committee will make a decision on the complaint
- The complaint committee will communicate its decision on the complaint to all parties in writing with reasons for the decisions within 5 working days of making its decision.

In cases where the complaints committee decisions supports the clients claim; Trainwest will analyse the findings, recommend appropriate changes and incorporate into the relevant policies and procedures.

### **Appeals policy**

Any person wishing to appeal a decision made by Trainwest, shall have access to the appeals procedure. A Trainwest appeals form must be completed and will be heard and decided on within 15 working days of the receipt of this form. The CEOI will keep a 'Register of Appeals', which documents all appeals and their resolution.

### **Appeals procedure**

Persons appealing decisions made by Trainwest, have access to the following procedure:

- The initial stage of any appeal shall be for the appellant to communicate with Trainwest CEO their grievance (this must be a period no greater than 10 working days after assessment result has been received from Trainwest).
- An entry will then be made in the Appeals register and an Appeals form sent to the appellant.
- On receipt of the completed appeals form Trainwest will create an appeals file, propose an appeals panel and initiate an appeals response form.
- The appellant is advised of the members of the appeals panel and approves.
- The appeals panel considers the grounds of appeal and supporting evidence.
- A hearing date is set where the appellant can present their case and the assessor can respond.
- The panel reaches a decision and stakeholders are advised of the result including the reasons for the decisions in writing via the appeal response form.
- All findings are recorded on the Appeals register.
- In cases where the complaints committee decisions supports the clients claim; Trainwest will analyse the findings, recommend appropriate changes and incorporate into the relevant policies and procedures.
- If Appellant is not satisfied with the finding a formal complaint to the Training Accreditation Council is advised.