

1. Purpose

This procedure establishes a fair and equitable company process for dealing with complaints, grievances and appeals.

2. Scope

This procedure covers any complaint received relating to any and all of academygreen operations.

3. References

Nil

4. Definitions

Nil

5. Documentation

Complaints Notice DOCSLA4200-1
Complaints Register DOCSLA4200-2
Appeals Register DOCSLA4200-3

6. Policy - Complaints

- i. All trainees will be provided with information on academygreen Complaints and Appeals Policy and Procedures.
- ii. academygreen will issue a copy of this Procedure BPSLA4200 to all new employees and clients under the RTO Conditions of Registration/Endorsement.
- iii. academygreen will provide reference to this Procedure BPSLA4200 to all clients/Trainees under the RTO Conditions of Registration/Endorsement.
- iv. All complaints will be handled professionally and confidentially in order to achieve a satisfactory resolution.
- v. All complaints will be managed fairly and equitably and as efficiently within five (5) working days or otherwise nominated timeframe.
- vi. All complaints should be approached with an open view and to attempt to resolve problems through discussion and conciliation with appropriate personnel.
- vii. The company shall attempt to resolve all verbal and/or written client complaints initially through discussion and conciliation.
- viii. All parties will have a clear understanding of the steps involved in the procedure.
- ix. Stakeholders will be provided with details of external authorities they may approach if required.

Trainees may raise any matters of concern relating to training delivery and assessment, the quality of the Trainers, training amenities, discrimination, sexual harassment and other issues, which may arise.

This policy and procedures provides an avenue for most complaints to be addressed by a person or panel independent of the issue. However, in some cases alternative measures may need to be explored. Where a complaint cannot be resolved through discussion and conciliation, academygreen acknowledge the need for an appropriate external and independent agent to mediate between the parties.

If a complaint is associated with assessment results, the CEO, in consultation with the Assessor/Trainer, shall review the initial assessment and/or identify alternative assessment methods, and notify the Trainee accordingly.

All applicants shall be given the opportunity to formally present his or her case to the mediator in person.

The applicant shall be notified in writing the outcomes of the complaint. Notification shall include an explanation of the reasons for the outcome.

7. Procedure

- i. Any complaint must be reported to the CEO.
- ii. The individual receiving a verbal complaint should document the conversation in their Diary and/or as soon as practicable, complete a Complaints Notice DOCSLA4200-1
- iii. academygreen will maintain a Complaints Register DOCSLA4200-2 which will allow identification and detail of the following issues:
 - Submission date of complaint
 - Nature of complaint
 - Date/s when cause of complaint occurred
 - Attachments (if applicable)
 - Determined Resolution
 - Date of Resolution
 - If the complaint has been conveyed by a Trainee to a State Training Authority or employer, the CEO is to fairly and equitably attempt to resolve the complaint within five (5) working days.
- iv. If a complaint is received in writing, then notification to the CEO must be labelled with the keyword of 'client/trainee complaint/response'.
- v. The CEO will acknowledge all complaints, either verbally, in writing or in person to the complainant.
- vi. The CEO will notify essential internal stakeholders of complaint.

- vii. The CEO shall give due consideration to all complaints and the investigation of a complaint shall include (as applicable) a review of processes, procedures, and records and a reason for the cause of the complaint be established.
- viii. The CEO is responsible for resolving the complaint, either independently or under advice.
- ix. The CEO, or other delegated person, will confirm resolution of the complaint back to the complainant.
- x. Any change to company procedures or systems, as a result of a complaint, must be communicated to all staff.
- xi. Any change to a written procedure (BPSLA) must be advised to the SLA Management Coordinator for update as per Section 7 Documentation.
- xii. Depending upon the confidentiality nature and details of any complaint, generally details of a complaint will be discussed with staff formally at a Staff Meeting.

8. Appeals

- i. Upon resolution of a complaint, the complainant may wish to dispute the outcome of a resolution/assessment and seek a reassessment. All appeals are requested to be submitted in writing.
- ii. academygreen will include all appeal details in the company Appeals Register DOCSLA4200-3.
- iii. If the appeal is in respect of an assessment, a reassessment is conducted within a reasonable timeframe by an independent third party assessor. The appellant will be given the opportunity to formally present his/her case. This is designed to ensure fairness and consistency and underpins the continuous improvement process.
- iv. If the appeal is to dispute the outcome of a complaint other than an assessment, the appeal will be scheduled to be heard by an independent person or panel, inviting the appellant to formally present his/her case.
- v. Upon a decision being made, the appellant is provided with a written statement of the appeal outcomes, including reasons for the decision. All decisions are documented by in the Appeals Register.