

P-1.20 APPEALS AND COMPLAINTS POLICY

ECTARC Quality Policy & Procedures Manual
Section B – Policies

1.20.1 Purpose

To ensure that ECTARC employees, clients and community are able to give feedback and to have any dissatisfaction dealt with fairly, consistently and in a positive manner. ECTARC recognises that feedback is an important tool that can be used to continually improve our service delivery.

To achieve this, ECTARC also recognises the need for appropriate mechanisms and services for all stakeholders including students, employers and ECTARC employees to have appeals and complaints addressed effectively and efficiently.

The acceptance and investigation of complaints is important as it assists ECTARC to continually assess and improve the services. Every client has the right to a positive and sympathetic response to their concerns. Feedback is to be encouraged and seen by everyone in the organisation as an opportunity to improve services. Complaints and outcomes are used as a tool for improving and revising policies and procedures of the organisation.

1.20.2 Scope

Any employee, client, ECTARC employee or member of the wider community can make an appeal or complaint if unsatisfied with any aspect of the services provided by ECTARC.

1.20.3 Definition

An appeal is a statement or approach by a student to an ECTARC employee who feels that an error has been made or they have been unfairly assessed. An ECTARC employee also has the right to appeal if they feel that the assessment process has not been conducted in an appropriate manner.

A complaint can be either formal or informal. A formal complaint is when a person has a grievance that they want investigated and a formal response made to them. An informal complaint is more of a comment, recommendation or smaller issue that does not require a response.

This may include a concern or complaint relating to:

- Provision of service
- Interpersonal conflict
- Lack of communication
- Harassment and/or discrimination
- Difficulties concerning ECTARC policies or procedures

1.20.4 Deployment

1.20.4.1 Any person making an appeal or complaint are reassured that their complaint/concerns will be dealt with efficiently and without prejudice.

1.20.4.2 All appeals and complaints are dealt with in accordance with *SP-5.2 Grievance Procedure* and *SP-15.1 Appeals Procedure*.

1.20.4.3 All students will be given the contact numbers of the National Training Complaints Hotline (Phone: 133873, Monday–Friday, 8am to 6pm nationally or emailing skilling@education.gov.au).

New Policy

Reviewed Policy

Approved by: _____ Date : ___/___/___