

Title:	Complaints and Appeals Policy		
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Approved by:	LGK General Manager	Date:	23/03/15

The purpose of this policy is to provide appropriate procedures if any employee, contractor or client (includes any enrolled student) of First Intervention has a complaint, or appeal that needs to be addressed. First Intervention aims to respond to any complaint, appeal or grievance promptly, efficiently and effectively with the aim of finding the best resolution possible in a timely manner.

This policy does not apply to issues which are covered by the Company's Access and Equity Policy. Neither does it apply to any policy or procedure or issues covered by Awards. The Dispute Resolution provisions of the relevant Award should be used for grievances arising out of the Award.

DEFINITIONS:

Complaint- relates to issues of service or advice which has progressed beyond a minor disagreement or beyond simple resolution through good communication skills. These issues need careful and prompt attention so that they do not become damaging to relationships, counter-productive and costly to the organisation.

Appeal- relates to a request for a review, change of decision or outcome relating to a learner's results following completion of a formerly outlined assessment process. An appeal may also relate to an outcome of conditions of enrolment or academic progress or attendance.

Grievance- a complaint or appeal that has not been resolved in a time effective manner and progressed to *formal registration* with the General Manager and once made must be recognised and dealt with, usually within a period of 14 days.

Complaints / Appeals:

Informal- initial discussions held between student/client and employee/ contractor with the objective to find an agreeable solution through good communication skills and measures within a 48 hour period.

Formal- where a complaint or appeal has been *formally registered* as a documented Grievance with the General Manager.

REFERENCES:

ASQA SN: 2.1-2.2, 4.1, 5.1-5.4, 6.1-6.6

Policy: 101.09 Access and Equity

Procedure: 102.15 Student/Client Complaints and Appeals
 102.37 Employee/Contractor Complaints