

# Complaints and Appeals Procedure

**Aim:** To explain the process of using the Complaints and Appeals Procedure.

**Purpose:** To provide a system of recording, solving and monitoring complaints and appeals that customers, including students, and/or employees of Bendigo Access Employment Inc. (BAE) may have. Suggesting improvements and lodging complaints are taken as positive attempts to improve the services and operations of BAE. This also enables VOTES to comply with Standard 6 of the Standards for Registered Training Organisations (RTO) 2015 and Section 1.5 of the 2015 VET Funding Contract.

**Responsibility:** All staff of VOTES. The ultimate responsibility lies with the CEO of BAE.

- 1 Complaints can be addressed to an appropriate staff member who, if required, can assist in completing the Complaint and Feedback form, shown below (found on intranet and reception at each BAE site).
- 2 When any member of staff receives a complaint about BAE from a student or other customers, a consumer, or any other parties, they are to fill out the Complaint and Feedback form with as much detail as possible. A BAE employee with a complaint must fill out the notice personally.
- 3 Arrangements shall be made, if required, to assist any complainant so as to not disadvantage anyone who is making a complaint.
- 4 Issues such as assessment decisions, incidents or other issues can be lodged using this Form.
- 5 When the Complaint and Feedback form has been completed, it is passed on to the most appropriate member of the management team (eg. for VOTES it is the Executive Manager: RTO) who will then assess the action to be taken and provide a photocopy to the complainant. Each of the parties shall be provided the opportunity, separately, to tell their side of the issue prior to a decision being taken by a neutral party who is independent of the decision being reviewed.
- 6 Action taken by the manager and/or other members of staff must be entered on the Complaint and Feedback form. The complainant will be notified by the manager within two (2) working days as to the progress of the matter.
- 7 Regardless of the outcome, all parties are to be notified of the outcome within thirty (30) days.
- 8 When more than sixty (60) calendar days are required to process and finalise the complaint or appeal, BAE will inform the complainant or appellant in writing of why this time is required and will regularly update the complainant or appellant of the progress of the complaint or appeal.
- 9 If the matter is still unresolved, the complainant may appeal to an independent mediator, which is to be appointed on a needs basis, by the CEO, or his representative.
- 10 When the matter has been resolved or rectified, the relevant manager and/or the complainant involved will sign and date the Complaint and Feedback form as confirmation.
- 11 The completed Complaint and Feedback form is held in secure storage by the CEO. This allows for a periodic review as part of BAE's ISO QA processes, to ascertain the type of complaints, frequency, and the reasons for their occurrence. In this way, we aim to continually improve the quality of our services and internal processes.

**Please note:** You can also make a complaint externally to the Complaints Resolution and Referral Service or to the National Disability Abuse and Neglect Hotline on **1800 880 052**.

**Note:**

- If a criminal offence has been committed, it must be reported to the police.
- A complaint may be generated by any of the customers, including students, or employees of BAE and its trading divisions.

# Complaint and Feedback Form

Date: ..... Time of call (if applicable): .....

Message taken by (if applicable): .....

Date of service performed or complaint/incident: .....

Complainant: ..... Contact person: .....

Complainant address:.....

.....

Telephone no: ..... Best time to contact: .....

Outline your complaint: .....

.....

Outcome you are seeking:.....

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.....

Directed to (circle relevant person): CEO; Executive Manager: RTO; Executive Manager: Employment Services; Commercial Services Operations Manager

..... Date: .....

## Office use only

Is debriefing required, and with whom? .....

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Action taken by manager: .....

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Date matter resolved: .....

Date complainant notified of outcome: .....

Complainant's signature: ..... Date: .....

Manager signature: ..... Date: .....