	MANAGEMENT SYSTEM	Manual	Type/Number
		Business	QPP028
		Name	
		Complaints, Grievances and Appeals	

1. Purpose

Safetynet Management Solutions has developed the complaints, grievances and appeals procedure to:

- Reassure participants that any disputes or grievances will be taken seriously, handled professionally and confidentially in order to achieve a speedy resolution;
- Ensure that participants have a clear understanding of the steps involved in the Organisation's grievance procedure; and
- Provide participants with contact details of public, independent authorities who may assist in the event of a dispute or grievance.

All complaints received will be given top priority and consideration with full attention to details with the objective of immediate solution, and amicable settlement to all parties concerned.

Resolution to any dispute between aggrieved parties will be addressed informally, and in an open and trusting environment.

2. Scope

This policy and procedures applies to all Safetynet Management Solutions delivery sites delivering training, assessment and recognition for qualification services.

3. References

- QPP001 Administration and Records Management
- QPP011 Continuous Improvement
- QPP016 Access and Equity
- QPP022 Participant Registration and Induction


3. Procedures

3.1 Advice to Clients

All clients are advised of the Complaints, Grievances and Appeals Process at induction and provided with Participant Information (accessible on the Safetynet Web Page www.safetynet-solutions.com.au) that also provides information of the process.

Immediately a participant complaint or grievance is advised the participant must be advised of their right to have the dispute/grievance dealt with through the organisations internal dispute resolution process.

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3.2 Assessment appeals

An appeal and reassessment process is a major part of the process involved leading to a either nationally recognised qualification or statement of attainment.

Safetynet Management Solutions has an impartial appeals process available for all participants. If a participant wishes to appeal their assessment result, they must first discuss the situation with the trainer/assessor.

If the participant is not pleased with the results of those discussions and would like to proceed further or if the participant does not wish to approach the trainer/assessor then a formal request will need to be made in writing outlining the reason(s) for the appeal.

You will need to ensure you have reasonable grounds for the appeal, for example

- Unclear or inaccurate instructions by the assessor.
- You feel the assessor showed bias or treated you unfairly or inequitably.
- You were ill during the period of assessment and this can be substantiated.


This is to be forwarded onto the Director who will take responsibility for implementing the formal Appeals Process and who will record the appeal into the appeals register and notify the participant in writing of receipt of the appeal.

Safetynet Management Solutions acceptance of re-assessment appeals is five days after the participant has been issued with the results of their initial assessment. Every effort is made to settle the appeal to both the participant's and Safetynet Management Solution's satisfaction.

If the appeal is proven and a reassessment is required, Safetynet Management Solutions will organise with the participant, a date and time for the reassessment with another independent assessor. The results of the reassessment will be supplied to the Director who will supply this information to the participant in writing. The results of the reassessment will be final.

Throughout the entire appeal process the participant can request that their appeal heard by an independent person. The participant has an opportunity at any stage to formally present their case.

The participant will be provided with a written statement of the appeal outcomes, including reasons for the decision.

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Should the outcome of the appeal not be acceptable to the participant, they will be informed, in writing, of the opportunity to lodge a complaint with Australian Skills Quality Authority (ASQA) – the registering body.

3.3 Complaints, Grievances and Appeals Process

Where an appeal is being made each appeal is heard by an independent person or panel where:

- You have the opportunity to formally present your case; and
- On completion of the appeal you will be given a written statement of the appeal outcomes, including reasons for the decision.

The steps in the Complaints, Grievances and Appeals Process are:

a. Local Level Resolution

The Organisation encourages open communication and an environment of trust. Therefore, any participant with a grievance is encouraged to firstly raise the matter directly with the other party concerned. A meeting should be requested, by the participant, at which time the matter in dispute can be raised and a resolution sought.

b. Resolution by Consultant/Trainer/Assessor

Should the matter remain unresolved following a., or should a. be inappropriate, the participant is encouraged to contact the consultant, trainer or assessor. The Director will consider the grievance and recommend a resolution.

c. Resolution by Director


Should the matter remain unresolved following b., or should b. be inappropriate, the learner is encouraged to contact the Director for consideration and due intervention, as necessary, in order to reach an objective solution to the matter in dispute.

d. Resolution by Arbitration

Should the matter remain unresolved following c., the Director may appoint an independent arbiter to review the dispute and suggest an amicable solution.

e. Resolution by External Authority

Should the matter remain unresolved following d., the participant may seek the advice of an independent authority that is skilled in dispute resolution processes. This will not normally be funded by the RTO.

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3.4 Continuous Improvement

In addition to recording complaints, grievances or appeals on the Grievance Reporting and Action Form, a Continuous Improvement Request must be raised by a staff member:

- From a participant complaint when specified procedures or service quality has not met expectations or requirements; or,
- A need for improvement to policies, procedures or service delivery is identified by any means.