

Complaints and Appeals Policy

The purpose of this policy is to ensure that Anglicare College offers opportunities to students to make appeals and to provide feedback and complaints, and to handle these processes fairly, efficiently and effectively.

Scope

This document is relevant to people who access courses within Anglicare College.

Policy

Course Assessments

Students have the right to appeal an assessment outcome, request a review of their assessment or request more detail about the justification for the assessment outcome if they have a valid reason to believe the process was unfair or have other legitimate grounds to dispute the results of an assessment.

Should students at any time fail to demonstrate competency on an initial assessment, they have the opportunity to repeat the assessment after further instruction or additional time to prepare.

If a student believes that an assessment task or process was not conducted fairly or if they have other legitimate grounds to dispute the results of an assessment, they may request more detail about justification for the assessment outcome, request a review of their assessment or make any appeal against the assessment outcome.

The trainer or assessor should be consulted in the first instance. They may also raise the matter with the CEO Anglicare College.

When requesting a review or making an appeal, students should be able to clearly explain why they disagree with the assessment outcome and provide some evidence to support their case.

Where students remain dissatisfied with the outcome of review procedures, they may appeal and request a review by an independent review process.

The CEO Anglicare College should be notified in writing of the request before arrangements for an independent review are formally activated.

A complaint or appeal is deemed to be dissatisfaction with the outcomes or the quality of service of the following processes:

- Enrolment
- Training delivery
- Training/competency assessment including recognition of prior learning
- Issuing of results, certificates and/or statements of attainment
- Any other activities associated with the delivery of training

- Other issues, such as discrimination and harassment

Complaints management

Anglicare College endeavours to treat each complaint in a process as advised in the National Code of Good Practice for Responding to Complaints about Vocational Education and Training that is:

- **fair:** the rights of vocational education and training consumers are recognised, including the right to be heard and the right to an impartial decision
- **accessible:** the complaints handling process will be readily accessible to consumers
- **visible:** the process for lodging, handling and responding to complaints will be well publicised to staff, consumers and providers
- **comprehensive:** the relevant circumstances and information surrounding a complaint will be investigated to the level warranted by the severity of the complaint
- **responsive:** the complaints handling process will be responsive, and target timeframes for handling complaints will be established and monitored
- **accountable:** there will be appropriate monitoring and reporting of complaints received
- **constructive:** preventative and corrective action will be taken to eliminate the root causes of complaints.

Complaints management process



When responding to complaints, Anglicare College staff should act in accordance with this policy and any relevant legislation and/or regulations.

College staff must verbally explain information about the complaints process to students, service users, volunteers and any community member/stakeholder who wishes to make a complaint. Explanations must be in a range of accessible formats (including use of interpreters, cultural supports or visual mediums where appropriate).

If a person prefers or needs another person or organisation to assist or represent them in the making and/or resolution of their complaint, we will communicate with them through their representative if this is their wish. Anyone may represent a person wishing to make a complaint with their consent (e.g. advocate, family member, legal or community representative, another organisation).

The investigation of and response to a complaint made by or concerning a client who is Aboriginal or from a culturally and linguistically diverse community must ensure cultural safety, sensitivity and wherever possible include community members in the resolution.

The five key stages in our complaint management system are set out below.

1. Receipt of complaint

The complaint will be recorded on ISOPro, Anglicare's online compliance platform. All documents relating to the complaint are to be attached to the ISOPro report.

The record of the complaint will document:

- the contact information of the person making a complaint
- the date the complaint was received
- issues raised by the person making a complaint and the outcome/s they want
- any additional support the person making a complaint requires.

2. Acknowledgement of complaint

We will acknowledge receipt of each complaint promptly, and preferably within **two** working days.

Consideration will be given to the most appropriate medium (e.g. email, letter) for communicating with the person making a complaint.

3. Initial assessment and addressing of complaints

Initial assessment

After acknowledging receipt of the complaint, we will confirm whether the issue/s raised in the complaint is/are within our control. We will also consider the outcome/s sought by the person making a complaint and, where there is more than one issue raised, determine whether each issue needs to be separately addressed.

When determining how a complaint will be managed, we will consider:

- How serious, complicated or urgent the complaint is
- Whether the complaint raises concerns about people's health and safety
- Whether the complaint is lodged by an Aboriginal and/or Torres Strait Islander person or someone from a CALD background
- How the person making the complaint is being affected
- The risks involved if resolution of the complaint is delayed, and
- Whether a resolution requires the involvement of other organisations.

Addressing complaints

After assessing the complaint, we will consider how to manage it. To manage a complaint we may:

- Give the person making a complaint information or an explanation
- If the complaint/s is from either an Indigenous Australian or CALD background, ensure staff managing the complaint have completed Anglicare's Cultural Safety training.
- Gather information from the person or area that the complaint is about, or
- Investigate the claims made in the complaint.

All complaint matters must be resolved with written confirmation of the outcome of the complaint investigation by the CEO Anglicare College within 20 business days. In the event that the complaint takes longer than 20 working days to investigate, the investigating staff member must ensure that there is regular contact with the person making the complaint to advise of the progress. We will also communicate the

outcome of the complaint using the most appropriate medium. Which actions we decide to take will be tailored to each case and take into account any statutory requirements and/or cultural protocols.

4. Providing reasons for decisions

Following consideration of the complaint and any investigation into the issues raised, we will contact the person making the complaint and advise them:

- the outcome of the complaint and any action we took
- the reason/s for our decision
- the remedy or resolution/s that we have proposed or put in place, and
- any options for review that may be available to the complainant, such as an internal review, external review or appeal.

If in the course of investigation, we make any adverse findings about a particular individual, we will consider any applicable privacy obligations under the *Privacy Act 1998* and any applicable exemptions in or made pursuant to that Act, before sharing our findings with the person making the complaint.

5. Closing the complaint, record keeping, redress and review

We will keep comprehensive records about:

- How we managed the complaint
- The outcome/s of the complaint including whether it or any aspect of it was substantiated, any recommendations made to address problems identified and any decisions made on those recommendations, and
- Any outstanding actions that need to be followed up.

Where the complaint is resolved to the satisfaction of the person lodging it then the documentation will be filed on that person's file and retained for 30 years in accordance with the requirements for the retention of participant records, specifically where that complaint relates to an assessment matter.

A copy of the response letter and any other documentation in relation to a complaint must also be attached to the ISOPro report and also retained in the relevant program files. Where confidentiality concerns preclude this, records are maintained by the Anglicare complaint handling manager, with a summary reference to the complaint placed on the RTO file by the staff member responsible for investigating the complaint.

We will ensure that outcomes are properly implemented, monitored and reported to the complaint handling manager and/or senior management.

6. Internal review of complaints

A person who makes a complaint will be given information about the process for having their complaint reviewed internally if they are not happy with the outcome or the handling of the matter. If a person asks for a review of their complaint, this will be undertaken by a staff member who is more senior than the original complaint handler, or a senior manager who is able to review the original decision and take corrective action.

If, during the course of reviewing a complaint, systemic issues or other concerns are identified, relevant senior staff will be notified and steps taken to resolve these issues.

7. External review of complaints

If the complaint is not resolved to the satisfaction of the person lodging, despite every attempt to do so on the part of the organisation then the CEO Anglicare College will refer the matter to an external mediator from a recognised mediation organisation to resolve it through discussion and conciliation.

The mediator will document the findings of the mediation and this documentation will form part of that person's record to be retained in accordance with the requirements specified above.

Responsibilities

Anglicare RTO policy documents must be ratified by the CEO Anglicare College. The CEO Anglicare College is responsible for reviewing this policy every two years.

Anglicare College employees are responsible for adhering to authorised policy and for communicating any gaps or feedback regarding existing policy.

Related documents

- Fees and Refund Policy
- Participant and Welfare Policy
- Fee Waiver application
- Direct debit request form
- Direct debit service agreement
- General payroll deduction form

Relevant Legislation / Guidelines

- ASQA 2011 Standards for Accreditation

Feedback

Feedback on this policy can be submitted to policy@anglicare.com.au.

Compliance

Non compliance with this policy may result in disciplinary action up to and including dismissal or exclusion from further participation in the training or course.