

Complaints and Appeals

Policy

All learners are entitled to train in an environment in which they feel safe and comfortable. If circumstances arise where a learner does not feel safe, comfortable or feels they have been treated unfairly, the learner has the grounds to make a complaint to CHTS.

- All employees / consultants and prospective learners are informed of the CHTS Complaints and Appeal.
- All disputes or grievances will be handled professionally and confidentially in order to achieve a satisfactory resolution.
- Each appellant / complainant will be provided with the opportunity to formally present his or her case.
- All grievances will be managed fairly and equitably and as efficiently as possible in line with ASQA Standard 6.
- On enrolment or before commencement of training all learners are advised of CHTS's Code of Practice including support services available to them.

A grievance, complaint or appeal is deemed to be dissatisfaction with the procedures, outcomes or the quality of service provided by CHTS in relation to the following:

- Enrolment
- Training delivery
- Discrimination, sexual harassment, learner amenities
- Assessment competency
- Learners
- RPL process
- Issuing of results, Certificates and / or Statements of Attainment
- Any other activities associated with the delivery of training and assessment services provided by CHTS

Procedure

CHTS's procedure for complaints describes the process by which staff, consultants and learners may have problems addressed effectively, efficiently, professionally and confidentially.

All discussions relating to complaints, grievances and appeals are to be recorded in writing and the appellant / complainant provided with a written statement of the outcomes, including reasons for the decision.

The Executive Officer is responsible for the control and issue of this procedure.

1. The learner must first raise the grievance with his / her trainer and together attempt to resolve the grievance.
2. The learner must put the complaint/appeal in writing to be referred to the Executive Officer. (see the Complaints and Appeals form)
3. If a grievance cannot be resolved through discussion and conciliation. CHTS acknowledges the need for an appropriate external and independent agent to mediate the parties. Individuals may want to contact the Office of the Training Advocate at; <http://www.trainingadvocate.sa.gov.au/> Phone 1800 006 488 Located at 55 Currie Street, Adelaide. SA 5000.

OR

4. If no agreement is made from this process, the appellant / complainant is entitled to an independent person to review the complaint. If still there is no satisfaction, the appellant / complainant will be encouraged to take the complaint to ASQA.

Complainant or appellants will be kept informed of the progress and in writing if the process to finalise the complaint for appeal is going to take longer than 60 days.

Secure records are kept of all complaints and appeals and appropriate actions are taken by CHTS to eliminate the likelihood of reoccurrence.