

Wright TRAINING



Complaints & Appeals

An extract from our Operations Manual

59. COMPLAINTS AND APPEALS POLICY

- 59.1. Complaints arise when a client is not satisfied with an aspect of Wright Training services and requests action to be taken to resolve the matter. Wright Training will manage and respond to allegations involving the conduct of:
- Wright Training, its Trainers, Assessors or other Staff
 - A third party providing services on our behalf, their Trainers, Assessors or other Staff
 - A participant in a Wright Training programme
- 59.2. Appeals arise when a client is not satisfied with a decision that has been made on assessment
- 59.3. It is the intent of Wright Training to allow participants to engage with staff about any of their concerns in trying to reduce any minor issues, and prevent them from becoming larger
- 59.4. Any complaint or appeal must be considered in a transparent, objective and unbiased manner. The process incorporates the principles of natural justice and procedural fairness
- 59.5. Wright Training will make this policy publicly available on our website
- 59.6. Any complaints and appeals received will be reviewed by management and used for Continuous Improvement purposes
- 59.7. Any person wishing to make a complaint or an appeal against Wright Training concerning its conduct, whether it be a complaint, appeal or other matter, shall have access to the complaints/appeal procedure. All formal complaints received, will be acknowledged and the internal review process will be instigated within 14 working days of the receipt of the written complaint by Wright Training
- 59.8. The CEO shall ensure that Wright Training acts immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the participant, Wright Training must immediately implement any decision and/or corrective and preventative action that is required, and advise the participant of the outcome.
- 59.9. Wright Training will implement a *Complaints and Appeals Register* to record and hold all complaints and appeals and their resolutions. Complaints will be reviewed as part of the Continuous Improvement procedure.

Appealing a Decision

- 59.10. All participants have the right to appeal decisions made by Wright Training where reasonable grounds can be established. The areas in which a participant may appeal a decision made by Wright Training may include:
- Assessments conducted
 - Deferral, suspension, or cancellation decisions made in relation to the participants enrolment
 - Or any other conclusion / decision that is made after a complaint has been dealt with by Wright Training in the first instance
- 59.11. The CEO shall determine the validity of the appeal and organise a meeting with all parties involved in the matter to seek resolution as appropriate

Time Lines

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59.12. Wright Training will manage all complaints and appeals fairly, equitably and efficiently as soon as practicable.

59.13. Wright Training will inform the complainant or appellant in writing if the resolution takes more than 60 days, including reasons why more than 60 days is required, and will regularly update the complainant or appellant on the progress of the matter

Informal / Verbal Solution

59.14. All complainants must seek to resolve the issue with the person directly involved through an information discussion with the person concerned

Unsettled Complaint or Appeal

59.15. If the issue is not satisfactorily settled through the above process, Wright Training will make arrangements for an independent third party to review the appeal or complaint. The independent third-party may be another RTO. Should there be any costs to be incurred in this process the complainant is to be advised.

59.16. The client will also be advised of the external Complaints and Appeals providers through the New National Training Complaints Hotline – 13 38 73

Confidentiality of Records

59.17. All complaints and appeals are recorded. Records and their outcomes are securely maintained. All complaints and appeals are documented in writing using the Complaints and Appeals Form and recorded on the *Complaints and Appeals Register*

59.18. Confidentiality of the individual is maintained and where requested, anonymity preserved. Should anonymity be requested complainants/appellants are informed where this may limit the extent to which their complaint/appeal can be investigated

Independent Person

59.19. Wright Training will provide an independent qualified assessor or Manager who will:

- a) Review the Complaints and Appeals Form and request further details to be completed by the complainant if required
- b) Acknowledge the receipt of the returned form in writing (via email is acceptable)
- c) Allow the process for each side to tell their story
- d) Ensure the outcome of the finalised complaint/appeal is recorded in writing and sent to the complainant

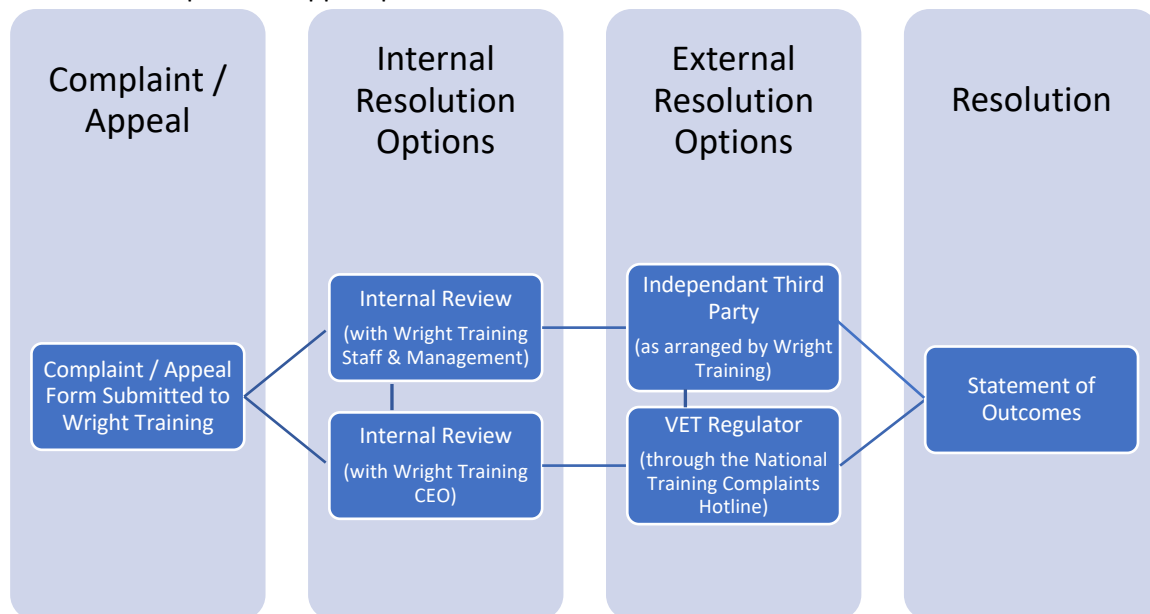
Monitoring and Improvements

59.20. Follow up actions may include:

- Asking for feedback from the client to determine whether they were satisfied with the way the complaint or appeal was handled
- Changing the practice that led to the complaint/appeal and at a later date reviewing the improvement to see that it is working
- Reviewing records of complaints and appeals to see whether there are specific issues (or staff or services) that are being targeted, and whether the complaints and appeals are being resolved in a timely manner

60. COMPLAINT OR APPEAL PROCEDURE

60.1. The complaint or appeal procedure is outlined below:



60.2. Should a participant have a complaint or appeal, the following steps are to be followed:

- Participant should discuss the issue/complaint with the person involved to try and resolve it verbally.
- If resolution is not reached, the participant should discuss the issue/complaint with Management Representative to resolve the issue.
- If still no resolution, the participant should put the following information relating to the complaint or appeal in writing:
 - i. Description of the complaint or appeal
 - ii. State whether they wish to formally present their case
 - iii. Steps taken to deal with the complaint or appeal
 - iv. What they would like to happen to fix the problem and prevent it from happening again
- If the complaint or appeal is not dealt with to the participants satisfaction, they may bring it to the attention of the CEO. The CEO will either deal with the issue personally or arrange for it to be dealt with by a management representative. This process will commence within 48 hours from the time the CEO receives written notification from the participant about their dissatisfaction to the response received from earlier efforts. A response /resolution will be presented within 30 days.
- The participant may appeal against the decision/resolution by submitting the *Appeals Form* if they disagree with the decision.
- Should the issue still not be resolved to the participants satisfaction, Wright Training will make arrangements for an independent third party to resolve the issue and outline any costs that may be involved with this to the participant. The participant will be given the opportunity to formally present their case. The time frame for this process may vary but should take no longer than 15 working days.

- All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 15 day period. If the process is taking longer than 60 days from the complaint or appeal being received, the participant will be notified in writing of the reason for the delay and kept informed about all progress.
- If the participant is still not happy with external mediation, they may take their complaint to the VET Regulator.
- All documentation relating to complaints or appeals will be archived for audit purposes

