

## ***Complaints and Appeals Policy***

### **Preamble**

Century Training is committed to the early resolution of staff and customer complaints and appeals in a fair and impartial manner.

### **Rationale**

Systems for quality training and assessment.

### **Principles**

Century Training deals with all complaints and appeals promptly and systematically. Every complaint and appeal is recorded in writing with details of the process undertaken to resolve the case and its outcome.

All complaints are initially referred to the Managers and/or the Directors, who mediate to resolve the situation with all parties involved. If the complaint remains unresolved, an independent mediator is engaged.

All appeals made against decisions by Century Training are referred to an independent person or panel, with proven mediation and negotiation skills and/or industry expertise.

The appellant is given the opportunity to formally present their case and is provided with a written statement of the outcome of their appeal and the reasons for the decision.

All staff and clients are provided with information relating to lodging complaints and appeals through the following avenues:

- Learner Information Handbook, publicly available through website and at the facility
- Learner Induction sessions, commencement of course
- Staff Induction sessions, commencement of employment
- *Complaints & Appeals Procedure*

This information provides details of the complaint and appeal process, including timelines, rights and responsibilities of the parties involved, and client support strategies.

If for any reason the complaint or appeal cannot be processed within 60 days, the complainant/appellant will be advised in writing of the reasons and will be regularly updated in writing of the progress of the complain/appeal.

Century Training' annual review process examines the details of each complaint and appeal with a view to incorporating improvements to its operations that will reduce the likelihood of future complaints.

### **Other policies relating to this policy:**

- Quality Management Policy
- Risk Management Policy
- Access & Equity Policy
- Client Services Policy
- Staffing Policy

### **Procedures relating to this policy:**

- Complaints and Appeals procedure