

Guide to Apprentice, Trainee and Student Grievance, Complaints and Appeals

ORGANISATIONAL STATEMENT

NECA Education & Careers is committed to creating a culture that views grievances and complaints as an opportunity to improve the organisation.

SCOPE

This policy applies to apprentices, trainees employed by NECA Education and Careers, students enrolled in or enrolling into a course or qualification or customers of NECA Education and Careers.

STAGE 1 – GRIEVANCE RESOLUTION PROCEDURE

- 1.1 Complainant wherever possible is to resolve grievances directly with the person concerned.
- 1.2 If the complainant has attempted to resolve the issue directly but is not satisfied with the outcome or feels they cannot approach the person(s) concerned directly then he/she should approach the direct manager of the person/s concerned.
- 1.3 The direct manager will consider the issue and may either suggest a course of action to resolve the issue or attempt to mediate between the complainant and the person(s) concerned.
- 1.4 The direct manager involved will provide a verbal response summarising the actions taken, or which will be taken to resolve the issue.
- 1.5 If the complainant is not satisfied with the outcome, a formal complaint can be lodged under the Grievance, Complaints and Appeals Policy.
- 1.6 The manager involved will record the grievance and response on the NECA Education and Careers Grievance, Complaints and Appeals Register.

STAGE 2 – LODGING A FORMAL COMPLAINT PROCEDURE

- 2.1 To commence the formal process, the complainant must lodge a formal complaint in writing (via email) to the feedback@necaeducation.com.au
The following information needs to be provided as part of the complaint
 - a) Details of the complaint
 - b) Supporting information that the complainant wishes to be considered
 - c) An explanation of the steps already taken to try to resolve the complaint informally and why the responses received are not considered satisfactory
 - d) What the complainant thinks needs to be done to address his/her concerns
- 2.2 The complaint will be forwarded to the appropriate member of the management team.
- 2.3 The manager will consider the issue and may either suggest a course of action to resolve the issue or attempt to mediate between the complainant and the person(s) concerned.
- 2.4 The manager involved will provide a written report summarising the actions taken, or which will be taken to resolve the issue. This written report will be provided to the complainant.
- 2.5 If the complainant is not satisfied with the outcome, a formal appeal can be lodged through the process steps outlined under point 9 - Lodging a grievance or appeal to a third party.
- 2.6 The manager involved will record the complaint and response on the NECA Education and Careers Grievance, Complaints and Appeals Register.

STAGE 3 – LODGING AN APPEAL PROCEDURE

- 3.1 If the complainant is dissatisfied with a decision made by NECA Education and Careers he/she has 20 working days from the date of response to lodge an appeal to have the case reviewed.
- 3.2 The following information needs to be provided as part of the appeal and made via email to feedback@necaeducation.com.au
 - a) An explanation of the steps already taken to try resolve the complaint
 - b) Why the complainant does not believe the outcome of the complaint was satisfactory
 - c) What the complainant thinks needs to be done to address his/her concerns
- 3.3 The appeal will be considered by the CEO (or delegate) who may decide:
 - a) To make a determination based on the information provided;
 - b) To establish a review panel
 - c) That there are insufficient grounds to take further action, thus concluding the consideration of the matter under the appeals procedure
- 3.4 The complainant will be advised of the decision in writing and the reason for it.
- 3.5 The CEO (or delegate) will record the appeal and outcome on the NECA Education and Careers Grievance, Complaints and Appeals Register.

LODGING AN ACADEMIC APPEAL PROCEDURE (RTO Only)

- 4.1 If the complainant is dissatisfied with a decision made for an assessment outcome by NECA Education and Careers he/she has 20 working days from the date of receiving their assessment outcome to appeal the decision.
- 4.2 The following information needs to be provided as part of the appeal and made via email to feedback@necaeducation.com.au
 - a) Full name and contact details
 - b) Unit of competency code for the outcome they are appealing
 - c) Why the complainant does not agree with the outcome
- 4.3 The appeal will be reviewed by the Training Operations Manager who will:
 - a) Allocate a secondary teacher if deemed necessary to review the assessment task/s which is subject to the appeal
 - b) Provide the complainant in writing with the outcome of the review and the feedback provided by the teacher
- 4.4 Training Operations Manager will record the appeal and outcome on the NECA Education and Careers Grievance, Complaints and Appeals Register.

LODGING AN GRIEVANCE OR APPEAL TO A THIRD PARTY

- 5.1 If the complainant is dissatisfied with a decision made by NECA Education and Careers they have the right to escalate the grievance or complaint to any of the following parties;
 - 5.1.1 Victorian Registration & Qualification Authority via the VRQA website (Victorian Registered Trainees and Apprentices) via <http://www.vrqa.vic.gov.au/complaints/Pages/tovrqa.aspx> OR Skills Tasmania via skills.tasmania.reception@skills.tas.gov.au
 - 5.1.2 The National Training Complaints Hotline on 1800 000 674
 - 5.1.3 A Mediation Adviser
 - 5.1.4 The fair work commission (GTO employees only)

PROCESS REVIEW

The process owner shall review this document twenty four (24) months after initial publication

DOCUMENT REFERENCE

- 0267 - Apprentice, Trainee and Student Grievance, Complaints and Appeals Policy
0268 - Procedure for Apprentice, Trainee and Student Grievance, Complaints and Appeals