

Apprentice, Trainee and Student Grievance Complaints and Appeals Policy

ABN:53 054 944 366 | TOID:21098

1. PURPOSE

The purpose of this procedure is to ensure the NECA Education and Careers has a formal structure in place to ensure all grievances, complaints and appeals are handled in an effective, efficient, timely, fair and confidential manner.

2. 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.

3. RESPONSIBILITIES & AUTHORITIES

GRIEVANCE

Complainant - Wherever possible, to raise the grievance directly with the person(s) concerned

Operational Staff Member- Support complainant in the process of raising and resolving a grievance and notify the direct manager of the department where the grievance has been informally lodged

Management Team Member- Record the grievance on the Grievance, Complaints and Appeals Register

COMPLAINT

Complainant - Formally submit the complaint outlining the required information to feedback@necaeducation.com.au

Management Team Member – Receive, acknowledge and respond in accordance with the response matrix. Record the complaint on the Grievance, Complaints and Appeals Register and notify the CEO

APPEAL

Complainant - Formally submit an appeal outlining the required information to the appropriate person within 20 business days of receiving notification of complaint outcome

Management Team Member - Receive, acknowledge and respond in accordance with the response matrix that is contained in the policy. Record the complaint on the Grievance, Complaints and Appeals Register and notify the CEO

CEO - Where appropriate/required, support management team member with reviewing appeal

4. DEFINITIONS

Grievance	A concern about a matter, perceived discrimination, a situation, a process, a person or people, a facility or support service provided by NECA Education and Careers, which an apprentice, trainee, student or customer brings to the attention of NECA Education and Careers in an informal way
Complaint	The formal notification of a concern about a matter, perceived discrimination, a situation, a process, a person or people, a facility or support service provided by NECA Education and Careers. Made by an apprentice, trainee, student or customer following the complain process.
Complainant	The person lodging the grievance, complaint or appeal
Appeal	If a complainant is dissatisfied with a decision made by NECA Education and Careers in regards to a complaint lodged or academic result received, he/she has Twenty (20) working days from the date stated in the written notification in which to lodge an appeal and have the case reviewed

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5. STAGE 1 – GRIEVANCE RESOLUTION PROCEDURE

- 5.1. Complainant wherever possible is to resolve grievances directly with the person concerned.
- 5.2. 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.
- 5.3. 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.
- 5.4. The direct manager involved will provide a verbal response summarising the actions taken, or which will be taken to resolve the issue.
- 5.5. If the complainant is not satisfied with the outcome, a formal complaint can be lodged under the Grievance, Complaints and Appeals Policy.
- 5.6. The manager involved will record the grievance and response on the NECA Education and Careers Grievance, Complaints and Appeals Register.

6. STAGE 2 – LODGING A FORMAL COMPLAINT PROCEDURE

- 6.1. 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
- 6.2. The complaint will be forwarded to the appropriate member of the management team.
- 6.3. 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.
- 6.4. 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.
- 6.5. If the complainant is not satisfied with the outcome, a formal appeal can be lodged through the process steps outlined under point 9 - Lodging an grievance or appeal to a third party.
- 6.6. The manager involved will record the complaint and response on the NECA Education and Careers Grievance, Complaints and Appeals Register.

7. STAGE 3 – LODGING AN APPEAL PROCEDURE

- 7.1. 7.1 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.
- 7.2. 7.2 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
- 7.3. 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
- 7.4. The complainant will be advised of the decision in writing and the reason for it.
- 7.5. The CEO (or delegate) will record the appeal and outcome on the NECA Education and Careers Grievance, Complaints and Appeals Register.

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8. LODGING AN ACADEMIC APPEAL PROCEDURE (RTO Only)

- 8.1. 8.1 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.
- 8.2. 8.2 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
- 8.3. 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
- 8.4. Training Operations Manager will record the appeal and outcome on the NECA Education and Careers Grievance, Complaints and Appeals Register.

9. LODGING AN GRIEVANCE OR APPEAL TO A THIRD PARTY

- 9.1. 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;
 - 9.1.1. Victorian Registration & Qualification Authority via the VRQA website
<http://www.vrqa.vic.gov.au/complaints/Pages/tovrqa.aspx>
 - 9.1.2. The National Training Complaints Hotline on 1800 000 674
 - 9.1.3. A Mediation Adviser as approved by the Law Institute of Victoria
 - 9.1.4. The fair work commission (GTO employees only)

10. PROCESS REVIEW

The process owner shall review this document twelve (12) months after initial publication and thereafter at twelve (12) month intervals.