The purpose of this procedure is to ensure the effective management and processing of complaints and/or appeals. Complaints and/or appeals may come from various sources i.e. stakeholders, learners, clients and/or trainers and assessors.

Generally, appeals are normally associated with the learner who has doubts about the reliability and the fairness off the assessment they have undertaken and wishes to discuss options to ensure they have a fair go.

It is generally accepted that best practice occurs, when a complaint and/or appeal can be resolved in the first instance by the assessor and/or supervisor, this is the preferred option. However, if a solution cannot be found, accessing the process below enables the complainant and/or appellant in conjunction with a Thornlie SHS staff member the right to access further investigations into the issue and ensures all aspects of the issue are recorded, processed and reported.

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| --- | --- |
| **Name of Complainant/Appellant** |  |
| **Date of Initial Meeting** |  |
| **Training Program Enrolled** |  |
|  **Complaint or Appeal (please circle)** |
| **Focus of Complaint and/or Appeal** | **Y** | **N** |
| *Training and Assessment Delivery Complaint* |  |  |
| *Assessment Appeal* |  |  |
| *Access and Equity* |  |  |
| *Safety Issue* |  |  |
| *Trainer and/or Assessor* |  |  |
| *Issuance of Qualification/Statement of Attainment* |  |  |
| *Other (Please specify)* |  |  |

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| **Provide detailed description of complaint and/or appeal (attach supporting documents):** |
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|  | **Yes** | **No** | **Date** |
| Has the complainant/appellant been to the trainer, assessor or relevant staff member to discuss the issue? |  |  |  |
| If not, why not? |
| **MEDIATION** The Principal will investigate complaints and/or appeals and recommend appropriate action. * If the complaint is about a staff member, the Principal will inform the staff member to seek their point of view.
* If it is an appeal, the Principal will arrange for a review of the assessment by a suitably qualified person other than the original assessor.
* The Principal will give all relevant parties the opportunity to present their case.

Complainant/Appellant to be advised of the outcome in writing within 10 working days of receiving the complaint/appeal |  |  |  |
| If the complaint and/or appeal has been resolved, sign off below and attach all documents to this procedure and file in the complaints file. |

The above complaint / appeal has been resolved and all parties notified.

Signed by:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Training Manager |  | Date |  | Complainant/Appellant |  | Date |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Yes | No | Date |
| If complaint and/or appeal is still unresolved, complainant and/or appellant to write to the Principal within 10 days of mediation outcomes. |  |  |  |
| The Principal will organise an independent arbiter agreed to by all parties. All parties will agree to abide by the outcomes and recommendations of the independent arbiter.*Note: The arbiter can either be single person or a panel, depending on the nature of the complaint/appeal.* |  |  |  |
| All parties will be advised of the outcome in writing within 5 working days of the decision by the independent arbitor. |  |  |  |
| All relevant data recorded in the complaints register. |  |  |  |

NOTE: Should the process be delayed and a period of 60 days occurs from the date of lodgement of the complaint/appeal, then all parties shall be advised in writing of the revised deadline for resolution of the complaint/appeal.

We the undersigned agree to the outcome of the review by the independent arbiter.

|  |  |
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| **Signature of Principal** |  |
| **Signature of Complainant and/or Appellant** |  |
| **Date of Resolution** |  |
| **Complaint Number** | XXXXX |

All complaints (whether upheld or not) will be reviewed and any requirement(s) for change to a Thornlie SHS policy, procedure or form a change request procedure will be completed as per the Continuous Improvement Procedure. This includes a determination of actions that would assist in avoiding a recurrence of the complaint/appeal.