



## ERGOSH Trainee Complaints & Appeals Policy

### Policy Rationale

This policy is produced in the context of ERGOSH's commitment to quality programs and Trainee welfare. Accordingly, this policy should be seen as complementing and consistent with all other Trainee policies developed and implemented by ERGOSH. In particular, this policy focuses on establishing mechanisms to address any complaints by VET program Trainees, whether they be prospective Trainees, or currently enrolled or former Trainees. ERGOSH is committed to resolving complaints efficiently and ensuring that the outcomes are consistent, fair and just.

### Process and Practices

The complaints and appeals process consists of a number of stages and may involve various members of the Organisation staff and administration, depending on the nature of the complaint or appeal.

It is imperative that strict confidentiality be maintained in all matters relating to a Trainee complaint. Information shall be given only on a "need to know" basis and Trainees must be made fully aware of the strict confidentiality that will be applied during all stages of the complaints process.

Trainees should, in the first instance, approach relevant members of ERGOSH. Where the complaint is not resolved to the Trainee's satisfaction then **a formal written complaint is to be lodged using ERGOSH's official Complaints & Appeals form**. This is not mandatory, as **the Trainee may formally present their case in person**, but will assist with the processing of the complaint or appeal. Where the official form is not used and where it is deemed appropriate, a designated senior member of staff shall record the details of the complaint or appeal using an official complaint form. All official complaints and appeals shall be recorded in writing.

### 1 Nature of Complaint and Initial Action

- 1.1 Where a Trainee has a complaint relating to the *application* and/or *enrolment* process he/she should, in the first instance, approach ERGOSH.
- 1.2 Where a Trainee has a complaint or appeal relating to assessment and/or reporting he/she should, in the first instance, approach the course facilitator/assessor, or ERGOSH's Principal Consultant.
- 1.3 Where a Trainee has a complaint relating to the quality of delivery, course content and/or teaching and learning practices he/she should, in the first instance, approach the course facilitator/assess or ERGOSH's Principal Consultant.
- 1.4 Where a Trainee has a complaint relating to behaviour and/or discipline or matters relating to other Trainees he/she should, in the first instance, approach the course facilitator/assessor, or ERGOSH's Principal Consultant.
- 1.5 Where a Trainee has a complaint which does not fall in any of the above categories he/she should, in the first instance, approach the course facilitator/assessor or ERGOSH's Principal Consultant.
- 1.6 As a general statement of policy, Trainees should feel free to approach any member of ERGOSH with regards to airing any complaint. However, Trainees must realise that certain policies and practices are followed by ERGOSH in order to ensure that complaints are dealt with efficiently, consistently, fairly and justly.

## **2 Process for Complaints & Appeals Resolution**

- 2.1 If the complaint or appeal is resolved to the Trainee's satisfaction, in the first instance, a statistical record shall be made as part of ERGOSH's *Client Satisfaction Monitoring Process*. If appropriate, relevant ERGOSH personnel shall be informed if a change to current policy and/or practice is recommended to avoid similar Trainee complaints in the future.
- 2.2 If the complaint is not resolved to the Trainee's satisfaction, then the Trainee will be advised to register a formal complaint **using an official Complaints & Appeals form** and submit this to ERGOSH's Principal Consultant. Where the Trainee indicates that he/she prefer not to complete the form, then the Trainee should be referred directly to the ERGOSH Principal consultant where he/she may present their case formally, and who will act as independent arbitrators. If the complaint or appeal is resolved at this stage, a statistical record shall be made as part of the Organisation's *Client Satisfaction Monitoring Process*. If appropriate, relevant ERGOSH personnel shall be informed if a change to current policy and/or practice is recommended to avoid similar Trainee complaints in the future.
- 2.3 If a Trainee complaint or appeal is still not resolved, then the Trainee may refer the case, either in writing, or in person, directly to ERGOSH's Principal Consultant. The process will require submissions to be made by those staff involved, directly or indirectly.
- 2.4 After the complaint is resolved by referral to ERGOSH's Principal Consultant, then the Trainee shall receive a copy of the final decision, including reasons for the decision, in writing and a record of the complaint and process shall be made as part of ERGOSH's *Client Satisfaction Monitoring Process*. If appropriate, relevant ERGOSH personnel shall be informed if a change to current policy and/or practice is recommended to avoid similar Trainee complaints in the future.
- 2.5 Should the complaint or appeal still not be resolved, after referral to ERGOSH's Principal Consultant, then the case shall be referred to an independent arbitrator for final resolution. Vocational Pathways Pty Ltd has been nominated as an independent arbitrator and Managing director Fred Bonaventura can be contacted on (03) 9532 7119.
- 2.6 Where a Trainee's appeal regarding assessment has been successful, the Trainee shall be given a fair opportunity for reassessment.

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