

Complaints and Appeals Handling Policy

Steven Millard & Assoc. Pty Ltd is committed to providing high quality education and training. It endeavours treat all students fairly and respectfully. We recognise that at times students and those seeking enrolment may have concerns or a need to lodge a formal complaint. Steven Millard & Assoc. Pty Ltd is committed to a process for dealing with concerns and grievances in a timely manner that includes access to an independent external body if necessary at no cost to the complainant.

Definitions

Concern

A concern is any initial issue or matter you wish to raise in relation to academic and non academic matters. A concern is when you informally contact us (e.g. verbally or by email) and we can deal with your concern quickly to the satisfaction of all concerned without requiring further action.

Grievance

A grievance is a written statement of complaint. A grievance may be initiated from a concern that has not been dealt with to your satisfaction and therefore requires further action. Academic grievances include matters that relate to your academic progress, assessment, curriculum issues and awards. Non academic grievances include general administrative issues, privacy matters and issues with non-academic policies or procedures.

Appeal

An appeal is an application by a student or a person seeking enrolment for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of the decision or finding is informed to the applicant.

Complainant or applicant

Any student or person seeking enrolment who lodges a formal complaint and/or appeal with Steven Millard & Assoc. Pty Ltd.

Policy

It is Steven Millard & Assoc. Pty. Ltd.'s policy to address and resolve issues among those directly concerned in the first instance. All issues are to be addressed in a timely manner and treated in the strictest confidence. All parties involved in the issue will be treated with respect and will not be victimised or discriminated against.

Steven Millard & Assoc. Pty. Ltd ensures its grievance procedure is communicated in writing to staff, including training staff, and that they are trained in the application of this procedure.

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved if possible.

Frequently, the grievance and appeals handling process will expose weaknesses in the training and assessment system that can flow into the continuous improvement system as opportunities for improvement. This outcome of grievance and appeals handling is very positive and should be actively applied by all persons involved.

Grievance and appeals handling

Steven Millard & Assoc. Pty Ltd undertakes to apply the following principles to its grievances and appeals handling:

A written record of all grievances and appeals is to be kept by Steven Millard & Assoc. Pty Ltd including all details of lodgement, response and resolution for at least five years.

A person lodging an appeal is to be provided an opportunity to formally present his or her case at no cost.

Each person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.

The handling of a grievance or appeal is to commence within 10 working days of the lodgement of the grievance or appeal and all reasonable measures are taken to finalise the process as soon as practicable.

The person lodging an appeal is to be provided a written statement of the outcome, including details of the reasons for the outcome.

The person lodging an appeal is to have the opportunity for a person or a body that is independent of Steven Millard & Assoc. Pty Ltd to review his or her complaint or appeal following the internal Steven Millard & Assoc. Pty Ltd complaint or appeals process.

Steven Millard & Assoc. Pty Ltd shall maintain the enrolment or continue the enrolment process of the complainant or person lodging an appeal during the complaint or appeals process.

Decisions or outcomes of the complaint or appeals process that find in the favour of the complainant shall be implemented immediately.

Complaints and appeals are to be handled in the strictest of confidence. No Steven Millard & Assoc. Pty Ltd representative is to disclose information to any person without the permission of the Steven Millard & Assoc. Pty Ltd Chief Executive

Officer. A decision to release information to third parties can only to be made after the complainant has given permission for this to occur..

Complaints and appeals are to be considered on the basis of procedural fairness and lead to opportunities for improvement as a Continuous Improvement Report.

Grievance and Appeals Handling Procedures

Grievance Handling Procedure

Matters that cannot be resolved at the time they occur should be referred to the Steven Millard & Assoc. Pty Ltd Executive Officer for review. The following procedure is to be followed when a complaint form is received:

A Complaints and Appeals Form is to be completed outlining the complaint. This form must be signed and dated. Once received by Steven Millard & Assoc. Pty Ltd it is to be immediately recorded into the Steven Millard & Assoc. Pty Ltd Complaints and Appeals Register.

Complaints which are received in other forms such as phone or email are to be detailed on a Complaints and Appeals Form and then recorded in the Complaints and Appeals Register.

The Complaints and Appeals Form is to be forwarded to the Executive Officer who is to review the matter and make recommendation as to how to respond to the matter. The Executive Officer may choose to consult with others within Steven Millard & Assoc. Pty Ltd

or relevant agencies external to Steven Millard & Assoc. Pty Ltd in determining his or her recommendation.

The Executive Officer may choose to make inquiries about the matter or may task another person to research the matter against relevant policy.

The Executive Officer is to finalise his or her response to the complainant and provide the complainant a response within 10 working days from when the complaint is received at Steven Millard & Assoc. Pty Ltd.

The response to the complainant must include information that demonstrates that the matter was thoroughly reviewed and what actions and outcomes have been identified as a result of the complaint.

Opportunities for improvement that were identified as a result of the complaint are to be recorded in a Continuous Improvement Report and submitted for the next Continuous Improvement Committee meeting. The Managing Director may, at his or her discretion, follow-up with the complainant after consideration by the Continuous Improvement Committee to inform the complainant of the improvement actions identified.

Records of all Grievances and Appeals must be kept and be accessible to all interested parties for a period of 5 years. Such records will remain confidential. Parties to the complaint will be allowed supervised access to these records.

Appeals Procedure

Applications by students and those seeking enrolment for reconsideration of an unfavourable decision or finding are to be treated with the highest importance. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of when the decision or finding is communicated to the applicant. The following procedure is to be followed when an application for appeal is received:

A Complaints and Appeals Form is received by Steven Millard & Assoc. Pty Ltd and is immediately recorded into the Steven Millard & Assoc. Pty Ltd Complaints and Appeals Register.

Persons lodging appeals in other forms such as phone or email, are to be provided with the Complaints and Appeals Form and advised of the correct format for submission. It is to

include name, address and student ID number, (except for those seeking enrolment) and brief details of the matter being appealed.

The Complaints and Appeals Form is to be forwarded to the Managing Director who is to review the matter and make recommendation as to how to respond to the matter. The Managing Director may choose to consult with others within Steven Millard & Assoc. Pty Ltd or relevant agencies external to Steven Millard & Assoc. Pty Ltd determining his or her recommendation

The Managing Director may choose to make inquiries about the matter or may task another person to research the matter against relevant policy. The Managing Director is to consider applications for appeal on the basis of procedural fairness. In most cases, this should include a careful examination of the system that the applicant is required to negotiate (such as the assessment system), the information they have been provided which has led to the disputed situation and the timeframes involved.

The Managing Director is to finalise their response to the applicant and provide the applicant a response within 10 working days from when the appeal is received at Steven Millard & Assoc. Pty Ltd.

The response to the applicant must include information that demonstrates that the appeal was thoroughly reviewed and what actions and outcomes have been identified as a result of the appeal.

Opportunities for improvement that were identified as a result of the appeal are to be recorded in a Continuous Improvement Report and submitted for the next Continuous Improvement Committee meeting. The Managing Director may, at their discretion, follow-up with the applicant after consideration by the Continuous Improvement Committee to inform the applicant of the improvement actions identified.

If the applicant is satisfied with the response, the appeal is to be closed in the Complaints and Appeals Register. If the applicant is not satisfied with the response, the applicant may make a written request to the Managing Director that he or she wish the matter to be reviewed with an independent reviewer from an external agency.

The Managing Director will advise the external agency in writing within five working days from when the request is received at Steven Millard & Associates Pty Ltd.

The external agency is LEADR. - Association of Dispute Resolvers.

The contact details for LEADR are:

Website: <http://www.leadriama.org/dispute-resolution>

Address: Level1, 13-15 Bridge Street, Sydney NSW 2000

Phone: 02 9251 3366 or 1800 651 650

At the conclusion of the review, decisions or outcomes of the appeals process that find in the favour of the applicant or otherwise shall be implemented immediately.

Records of all Grievances and Appeals must be kept and be accessible to all interested parties for a period of 5 years. Such records will remain confidential. Parties to the complaint will be allowed supervised access to these records

3.3.2 - Complaints and Appeals Tools

3.3.2.1 Complaints and Appeals Form

Surname:		Title:	
First Given Name:			
Course title:			
Trainer / Assessor:			
Date of occurrence:			
Reason for your submission:			
Occurrences leading up to this submission:			
What outcomes are you seeking or expect:			
Can we improve our system to avoid these situations in the future:			

By signing this form, I certify that the information provided is true and correct.

Signed: _____ Date: ____ / ____ / ____

