

CUSTOMER COMPLAINTS AND APPEALS POLICY

1.1 PURPOSE

Longbeach PLACE Inc. has developed this customer complaints and appeals procedure to:

- a. ensure that any disputes or grievances are taken seriously, handled professionally and confidentially in order to achieve a speedy resolution
- b. ensure that participants have a clear understanding of the steps involved in the organisation's grievance policy.

1.2 SCOPE

This policy and procedures document applies to participants/trainees at Longbeach PLACE Inc. head office and all Longbeach PLACE Inc. delivery sites.

1.3 POLICY

The aims of this policy are to ensure that:

- a. all participants are aware of the Longbeach PLACE Inc. Customer Complaints, Grievances and Appeals Process
- b. all complaints received will be given consideration, with full attention to details. The objective will be to find an immediate solution, and an amicable settlement for all parties concerned
- c. resolution to any dispute between aggrieved parties will be addressed in an open and trusting environment; and
- d. all matters will be resolved with reference to the Win-Win principles of dispute resolution

1.4 PROCEDURES

1.4.1 ADVICE TO PARTICIPANTS

All participants are advised of the Customer Complaints and Appeals Process at induction and provided with an Information Handbook that also provides information about the process.

Immediately a participant complaint is lodged the participant must be advised of their right to have the complaint/appeal dealt with through the organisation's internal dispute resolution process.

1.4.2 COMPLAINTS AND APPEALS PROCESS

The steps in the Complaints and Appeals Process are:

a. Local Level Resolution

The Organisation encourages open communication and an environment of trust. Therefore, before an issue becomes a formal complaint, any participant with a complaint is encouraged to firstly raise the matter directly with the other party concerned, if this is appropriate. A meeting can be requested, by the participant, at which time the matter in dispute can be raised and a resolution sought.

b. Resolution by Executive Officer (Manager)

Should the matter remain unresolved following step a., the learner is encouraged to contact the Executive Officer (Manager) for consideration and due intervention, as necessary, in order to reach an objective solution to the matter in dispute. Receipt of the complaint will be acknowledged by the Manager within 5 working days. The Manager will arrange for an informal discussion to be conducted. The student may bring another person to the discussion for support or representation. A follow-up discussion may be necessary.

c. Resolution by Committee of Management

Should the matter remain unresolved following b., an appeal can be put in writing, signed and forwarded to the Committee of Management (through the Manager or Co-ordinator if preferred). All complaints/appeals will be dealt with as soon as possible (or within??? working days). Any action is at the discretion of the Committee of Management and the complainant will be notified in writing of the outcome.

d. Further External Actions

If a person is not satisfied with the outcome of the appeal, they may take it further by external means at their own expense.

1.4.3 APPEALS PROCESS – ASSESSMENT RESULTS

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework.

A fair and impartial appeals process is available to participants of Longbeach PLACE Inc. If a participant wishes to appeal his/her assessment result, he/she may first discuss the issue with the trainer/assessor or the Program Coordinator.

- a. If the participant would like to proceed further with the request after discussions with the trainer/assessor a formal request is made in writing, to the Manager by completing an Appeal Notification Form outlining the reason(s) for the appeal, which must be lodged within 28 calendar days after the participant has been issued with the results of their assessment.
- b. Receipt of the appeal will be acknowledged by the Manager within 5 working days. The Manager will follow up the details of the assessment decision with the assessor and arrange for an informal discussion to be conducted between relevant parties. The student may bring another person to the discussion for support or representation. A follow-up discussion may be necessary.
- c. If the appeal cannot be resolved at step b., the Manager will call on another to moderate the assessment decision. This second assessment will be conducted within 20 working days of receiving the Appeal Notification. Every effort is made to settle the Appeal to both the participant's and Longbeach PLACE Inc.'s satisfaction.
- d. The appellant is given a written statement of the appeal outcomes, including reasons for the decision.
- e. If a person is not satisfied with the outcome of the appeal, they may take it further by external means at their own expense.

1.4.4 DOCUMENTATION

It is the responsibility of the Manager to document the steps taken to resolve the grievance on Longbeach PLACE Inc. Complaint/appeal Resolution Form. This information must then be passed to the Committee of Management for review. The Manager must also forward a written statement of any appeal outcomes (including reasons for the decision) to the appellant within 10 working days of the hearing by Committee of Management.