

## **S1 Complaints, Grievances and Appeals Procedure**

Despite all efforts by AWC to provide satisfactory services to students, clients, staff and other persons, complaints can arise requiring formal resolution. These are the procedures for prompt and effective handling of complaints, grievances and appeals.

Complaints = a person's expression of dissatisfaction with any service provided by AWC

Appeal = a request to review a decision that has been made

### **This procedure complies with:**

**Standard 2: The operations of the RTO are quality assured.**

**Standard 6: Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.**

### **Communication Requirements**

- Maintain confidentiality concerning all complaints and grievances.
- Make sure allegations and details are only disclosed to those who need to be involved in the complaint/grievance.
- Students and clients are encouraged, wherever possible, to resolve concerns or difficulties directly with the person/s concerned at the time of occurrence and prior to lodging a formal complaint. AWC staff members are available to assist with addressing concerns

### **Complaints/Grievances**

- Matters that cannot be resolved at the time they occur, must be referred to the CEO of AWC via the *S1.F2 Complaints, Grievances and Appeal Form* (available from AWC office and in Student Handbook).
- Complainants must lodge the completed *S1.F2 Complaints, Grievances and Appeals Form* with the AWC office via email to [admin@awcsolutions.com.au](mailto:admin@awcsolutions.com.au) within 60 days of the issue occurring.
- Once an *S1.F2 Complaints, Grievances and Appeals Form* has been received at the AWC office, the date of the form must be recorded in the *S1.F3 Complaints, Grievances and Appeals Record Sheet* and filed in the Complaints/Grievance File
- Chief Executive Officer (CEO) must be immediately advised of receipt of completed *S1.F2 Complaints, Grievances and Appeals Form*
- Written acknowledgement of receipt of the *S1.F2 Complaints, Grievances and Appeals Form* to be sent to the complainant within 5 business days of receipt of the form
- The CEO will investigate and review the matter which prompted the complaint. This may include consultation, negotiation and/or mediation with parties involved in the matter
- Each step taken to resolve complaint/grievance must be recorded in *S1.F3 Complaints, Grievances and Appeals Record Sheet*

- The complainant will be provided with written information demonstrating how the matter was reviewed and actions taken to resolve and address the issue raised. This is to be done within 60 days of receipt of the *S1.F2 Complaints, Grievances and Appeals Form*.
- File *S1.F3 Complaints, Grievances and Appeals Record Sheet* in Complaints/Grievance file
- Review and take required action to prevent reoccurrence in the future

### Appeals

- Applications for reconsideration (appeal) of what is considered by the appellant to be an unfavourable decision or finding will be treated with highest importance
- Appeals must be requested in writing via the *S1.F2 Complaints, Grievances and Appeals Form*. Forms are available from the AWC office or in the Student Handbook.
- Completed forms should be sent to the AWC office via email to [admin@awcsolutions.com.au](mailto:admin@awcsolutions.com.au)
- Once an *S1.F2 Complaints, Grievances and Appeals Form* has been received at the AWC office, the date of the form must be recorded in the *S1.F3 Complaints, Grievances and Appeals Record Sheet* and filed in the Appeals File
- Chief Executive Officer must be immediately advised of receipt of completed *S1.F2 Complaints, Grievances and Appeals Form*
- Written acknowledgement of receipt of the *S1.F2 Complaints, Grievances and Appeals Form* to be sent to the complainant within 5 business days of receipt of the form
- The CEO will consider applications for appeal on the basis of procedural fairness. This may include providing the appellant with an opportunity to formally present his/her case.
- Where the appeal is regarding an assessment decision, the CEO may contract an independent assessor to review and make a decision on the assessment at AWC's cost.
- A written statement of appeal outcomes including reasons for the decision will be provided to the appellant within 60 days of the receipt of the *S1.F2 Complaints, Grievances and Appeals Form*.
- Each step taken to consider appeal must be recorded in *S1.F3 Complaints, Grievances and Appeals Record Sheet*
- File *S1.F3 Complaints, Grievances and Appeals Record Sheet* in Appeals file
- Review and take required action to prevent reoccurrence in the future

### Complaints/Appeals which will take more than 60 days to address:

Where the RTO considers more than 60 calendar days are required to process and finalize the complaint or appeal, AWC Business Solutions will:

- inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and
- regularly update the complainant or appellant on the progress of the matter.

- Where an applicant is not satisfied with the outcome of the Complaints/Grievance/Appeal process, the applicant may seek an independent review of their application following the conclusion of the AWC process. This will be at their own cost. In addition, the applicant is responsible for meeting their own costs in relation to travel, time and preparation of material for independent review.
- Students have the following external appeal options, including :
  - ASQA : [www.asqa.gov.au/complaints/making-a-complaint.html](http://www.asqa.gov.au/complaints/making-a-complaint.html)
  - National Training & Complaints Hotline : [www.dese.gov.au/national-training-complaints-hotline/national-training-and-complaints-hotline-complaints-form](http://www.dese.gov.au/national-training-complaints-hotline/national-training-and-complaints-hotline-complaints-form)
- Outcomes of any Complaints/Grievance/Appeal process (internal or independent) which find in favour of the applicant, will be implemented immediately.

**Policies influencing this procedure:**

S1.02 Grievance, Complaints & Appeals Policy  
S2.05 EEO Policy  
S6.14 Access and Equity Policy  
Student Handbook

**Review Date**

This procedure should be periodically reviewed and revised. Revisions should be made as and when required. The period between reviews must not exceed 3 years. The date for review of this procedure is on or before **September 2024**.

**Authorised By**

**Signature:** .....

**Name:** ANDREW COLE  
**Position:** Chief Executive Officer of AWC Business Solutions  
**Date:**