



Complaints and appeals policy

Purpose

WAYS Youth Training takes all complaints seriously and enrolled students can use the following process as necessary. Students may complain verbally or in writing and will have access to a process for resolution.

The process will embrace principles of fairness, impartiality, natural justice and procedural fairness, and early resolution (close to the source) in the handling of a complaint or appeal.

Scope

This policy applies to all formal and informal complaints received by WAYS Youth Training in relation to its provision of training, assessment, and related services.

Policy statement

WAYS Youth Training is committed to responding promptly to all complaints or appeals regarding our training services. This policy document outlines the process that will be followed to ensure that a fair, equitable and confidential resolution is achieved.

A record of any complaints and appeals will be recorded in the Complaints and Appeals logbook, which will be reviewed as part of the continuous improvement processes.

Definition of complaints

A complaint is defined as dissatisfaction with a specific action/inaction of WAYS Youth Training that has a detrimental effect, either on the complainant or persons on whose behalf the complaint is made

- Participant enrolment and services
- Assessment processes and decisions
- Training delivery
- Trainer and assessor conduct
- Training equipment and sources
- Access and equity issues
- Process and outcome of recognition of prior learning
- Health and safety or training environment concerns
- Training fees and payments

Procedure

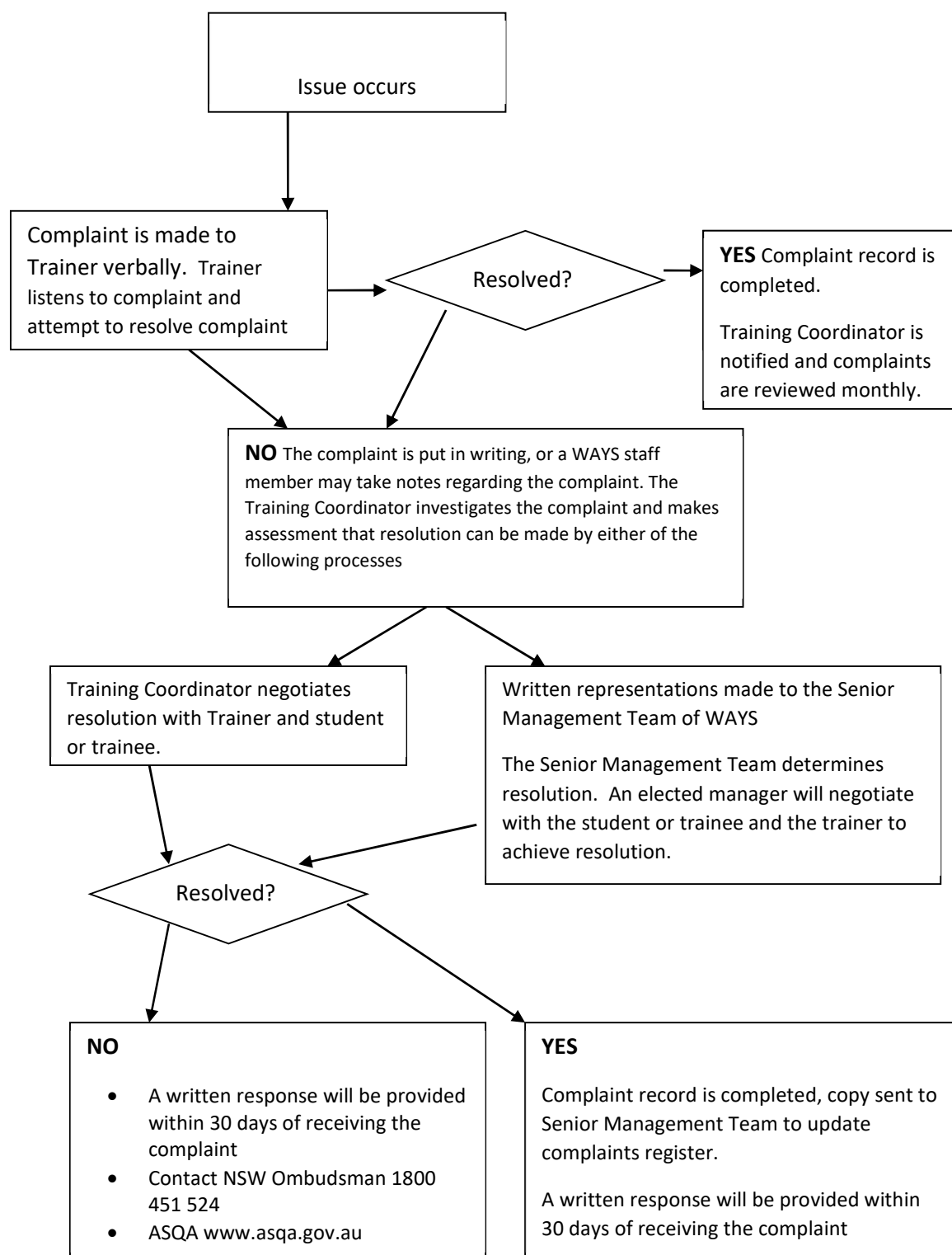
If the student / client is dissatisfied with a specific action / inaction, the student is invited to:

- speak directly to the trainer & assessor or the RTO Manager or the Administration Officer about his / her concern / issue
- if the issue cannot be resolved with the staff member or the issue is not resolved the student is invited to make a formal written complaint using the form available on the website or provided by WAYS Youth Training
- the complaint will then registered in the Complaints and Appeals logbook and processed according to the process outlined below (see diagram) and a written response will be provided within 30 days of the lodging of the written complaint.
- each complaint, appeal and its outcomes are recorded in writing
- each appeal is heard by an independent person or panel and



- each appellant has an opportunity to formally present his or her case and is given a written statement of the appeal outcomes, including reasons for the decision.

Complaints and Appeals process





COMPLAINTS AND APPEALS FORM

The following form is to be used by students / clients wishing to lodge a complaint or an appeal to WAYS Youth Training. The form is to be used in conjunction with our Complaints and Appeals policy available on our website.

Please return the completed form to training@ways.org.au or feel free to leave it with our receptionist at the Bondi Junction campus.

COMPLAINT

APPEAL

(Please tick the appropriate box)

Full name:

Email address:

Phone Number:

The course you are enrolled in:

Details of the complaint or appeal	
Please provide reasons for this application:	
Occurrences leading up to this application: (list any steps taken prior to submitting this formal complaint or appeal)	
Details of any other parties involved:	



Please list the documentation you wish to include to support your application	
OFFICE USE	
Date of submission	
Responsible RTO Officer	
Actions taken	
Outcome	
Date finalised	

DATED CREATED	DATE REVIEWED	EXPIRY DATE	APPROVED BY
18.02.2021		18.02.2023	Dr Terri Said CEO