



## WYT Complaints and appeals policy

### Purpose

WAYS Youth Training (WYT) takes all complaints seriously and enrolled students or staff can use the following process as is necessary. The complaint makes by either Students or staff may be a verbal complaint (informally) or in writing (formally) and will have access to a process for resolution and investigation. However, complaints that are not submitted in writing will not be investigated.

The process will embrace principles of fairness, impartiality, natural justice and procedural fairness, and early resolution (close to the source) without any victimisation in the handling of a complaint or appeal.

### Scope

This procedure applies **mainly** to students in WYT in terms of the handling of complaints made in respect of services provided by WYT or against staff members, which includes employees, contractors and volunteers.

This procedure does not extend to personal grievances between parents, students, guardians or other members of the WYT community.

This policy also applies to all formal and informal complaints received by WAYS Youth Training in relation to 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.

All related information and collected data regarding 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 regarding:

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



- Confidentiality

## Confidentiality

All parties involved in complaints handling are required to maintain appropriate confidentiality, including in relation to handling and storing records.

## The complainant

Complaints can be either formal or informal. Informal complaints are only verbal in nature and can be raised between the complainant directly with the staff member involved. This may be resolved informally and amicably without the need to escalate the matter to a manager. However, if the complainant does not feel comfortable doing so, or they raised the issue and it was not resolved satisfactorily, or the matter is one where it may not be appropriate to do so an informal or formal complaint can be made to the RTO manager. The complainant may also inform the RTO manager informally about the incident.

Formal complaints are those delivered to a manager in writing within a short timeframe (within 3 weeks) after the incident. This may occur if informal complaints have not been resolved or if the complainant wishes to escalate the matter in this manner. Any formal complaint about the conduct of a staff member must be raised directly with the RTO Manager in the first instance. If the complainant would like the matter investigated the complaint must be submitted in writing. If the complaint is about the RTO Manager, the complainant must direct their complaint or concerns to the Operations Manager.

All formal complaint scan be made in writing using the form available on the website or provided by WYT to the *RTO Manager* via email to [manie@ways.org.au](mailto:manie@ways.org.au) . If the complaint is about the RTO manager complaints can be made to the Operations Manager Soheyla Gholamshahi by email at [Soheyla@ways.org.au](mailto:Soheyla@ways.org.au)

## Managing a formal written complaint

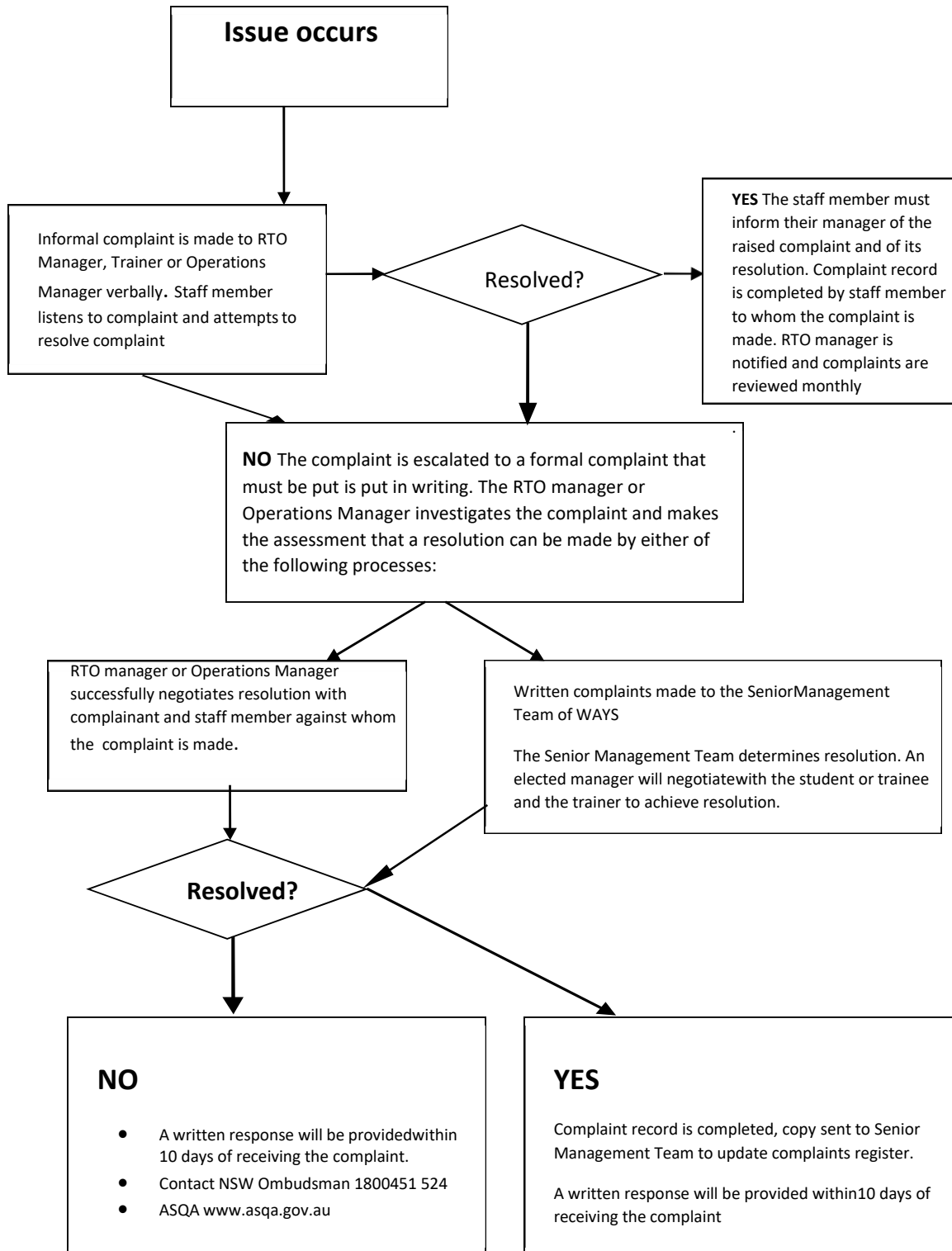
The **Operations Manager, RTO Manager or authorized delegate** generally will manage a formal complaint by:

- a) advising the complainant of the likely steps that will be undertaken by the WYT in relation to the complaint.
- b) if appropriate, advising the relevant parties of the complaint at the relevant time and providing them with an opportunity to respond.
- c) collecting any additional information WYT considers necessary to assess the complaint.
- d) making a decision about how the complaint will be resolved (“resolution decision”); and
- e) advising the complainant in writing, and any other relevant parties as appropriate, of the resolution decision of the **Operations Manager, RTO Manager, or authorized delegate** and if appropriate, any proposed action to be taken.
- f) the complaint will then be registered in the Complaints and Appeals logbook which is located in the Tdrive in the RTO folder and processed according to the process outlined below (see diagram) and a written response will be provided within 10 days of the lodging of the written complaint.
- g) each complaint, appeal and its outcomes are recorded in writing.



- h) each appeal is heard by an independent person or panel and
- i) 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





<b>Date Created</b>	<b>March 2021</b>
<b>Date Reviewed</b>	<b>March 2021</b>
<b>Expiry Date</b>	<b>March 2024</b>
<b>Approved by</b>	<b>Dr Terri Said CEO</b>



## FORMAL COMPLAINTS AND APPEALS FORM

The following form is to be used by students / clients / parents/caregivers 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 [manie@ways.org.au](mailto:manie@ways.org.au) or [Soheyla@ways.org.au](mailto:Soheyla@ways.org.au) or feel free to hand it personally to the RTO manager or Operations Manager.

COMPLAINT

APPEAL

(Please tick the appropriate box)

Full name:

Email address:

Phone Number:

The course you are enrolled in:

Details of the formal complaint or appeal	
Date, location and time of incident	



<p>Please explain the nature of the complaint and any witnesses to the incident.</p>	
<p>Actions taken leading up to this application: (list any steps taken prior to submitting this formal complaint or appeal)</p>	



Details of any other parties involved:	
Please list the documentation you wish to include to support your application.	
<b>OFFICE USE</b>	
Date of submission	
Date outcome of complaint was communicated to complainant	
Responsible RTO Officer	
Actions taken	
Outcome	
Date finalized	



