

GENERAL PRINCIPLES

From time to time a course participant may feel aggrieved about certain processes or decisions that have been made in regard to their learning or assessments. Qantas College is committed to maintaining an effective complaints, grievance and appeal handling system. The receipt of a complaint, grievance or appeal is taken seriously and is viewed as an opportunity to improve the College's ability to meet the needs of its staff, participants and stakeholders.

For the purpose of this procedure, the specific terms of 'complaint', 'grievance' and 'appeal' are to be understood as the following. However, the general term complaint can also cover all three.

A **complaint** shall be defined as the dissatisfaction with any aspect of the service provided Qantas College.

A **grievance** shall be defined as the belief that the participant was discriminated against, treated unfairly or otherwise jeopardised from completing the training or assessment event to the best of their ability.

An **appeal** shall be defined as an appeal against an outcome decision, which may be the decision of a previous complaint raised, or it may be the resulting marked decision of an exam or the outcome of a final assessment decision.

The purpose of a complaint, grievance or appeal is to inquire into the processes and/or decisions, to determine if there was any unfairness or error that might constitute grounds for changing the process or decision, and to gain an agreed resolution by all parties.

GUIDELINES

Any person enrolled in an accredited program through Qantas RTO may raise a complaint or appeal with Qantas College and attempt an informal resolution. A complaint can initially be either a verbal complaint or a written complaint.

Should the complaint be from a Qantas staff member, this procedure is to be read in conjunction with the Qantas Group Employee Appeals Policy.

This procedure explains the steps that staff and participants are to take in the event of a complaint, grievance or appeal.

Complaints are to be lodged within 7 days of the incident or situation which led to the complaint.

The complaint is to be acted upon within 7 days of receipt of the complaint (whether it is verbal or in writing at this point in time) and where possible a determination is to be sought within 21 days of the original lodgement.

PROCEDURES

Complaints and Grievances

1. Upon receipt of a complaint the recipient must contact the Manager, Learning and Development or the Manager, Quality and Accreditation. Written complaints can be in any form (eg email, letter, report) and are to be signed and dated by the complainant. Verbal complaints shall be documented clearly by the recipient, and the document signed and dated by the complainant and recipient. Verbal complaints are to be treated with the same reverence as a written complaint.
2. Qantas College will provide written acknowledgement to the originator that the complaint, grievance or application for appeal has been received.
3. The Manager, Quality and Accreditation will conduct an investigation into each complaint, grievance or appeal received by the College. In the case of a complaint which personally involves the Manager, Quality and Accreditation, the Manager, Learning and Development will conduct the investigation and review.
4. Where necessary, the Manager, Learning and Development will convene an independent panel to review all evidence surrounding the complaint. The complainant will be given the opportunity to formally present his/her case to the panel at this time if they wish to do so. The complainant may also have a Support person present if they desire. The aim is to reach a consensus or appropriate resolution.
5. Should the convening panel not reach consensus or appropriate resolution, the matter shall be referred to the Qantas Group General Manager Shared Services or the Corporate People Team who will review the written appeal and other relevant documentation and information, and take whatever action is deemed necessary to attempt to resolve the matter, which may include making a final determination.
6. Post investigation, a written report of the outcomes will be sent to the complainant documenting all findings, any corrective action and the final decision. A copy of the report is to be signed and dated by the complainant and returned to Qantas College.
7. Should the originator of the complaint be dissatisfied with the decision or outcome, they have the opportunity to present their case to an external authority in accordance with relevant Legislation (eg the Anti-Discrimination Board), the State Training Authority or DEST Complaints Hotline.
8. The Manager, Quality and Accreditation and the Manager, Learning and Development will be responsible for taking further action as a result of the outcome, including rectifying any substantiated complaint matters.

Appeals

1. Course participants appealing an assessment result or skills recognition outcome decision will be given the opportunity for reassessment by a different assessor or assessment team selected by the RTO. There will be no cost to the participant for a first re-assessment.
2. For appeals which do not involve assessment and result from the complainant being dissatisfied with the outcome of a complaint or grievance, an independent mediator will be appointed (refer Institute of Arbitrators and Mediators Australia – phone (03) 96021711). Costs of mediation are to be met by the RTO.
3. The appellant will have an opportunity to formally present his/her case
4. The appeal must be recorded in writing and signed and dated by the complainant, the mediator and the RTO representative.
5. The outcome of the appeal and reasons for the decision must be recorded in writing and signed and dated by the complainant, the mediator and the RTO representative.
6. The appeals procedure determined by the Institute of Arbitrators and Mediators Australia will be followed in all other respects.
7. Details of the complaint, appeal, the procedures followed, and the outcome are placed in the complainant's file with the RTO.
8. Where an appeal is substantiated the RTO will act to remedy the problem for the person/s affected and to also reduce the likelihood of reoccurrence.

OTHER KEY POINTS OR RELATIONSHIPS

Certain types of complaint or grievance may need to be treated in special ways including:

- A complaint or grievance alleging criminal action needs to be referred immediately to the relevant Qantas HR Manager or representative.
- Where there is an equity related matter assistance may be sought from the Manager of Diversity.