

 <b>Wingate Avenue</b> Community Centre	Title:	
	<b>COMPLAINTS &amp; APPEALS RESOLUTION POLICY</b>	
	Version: 4	Approved: Committee of Management
	Administered:	Next Review:

## Background

This policy applies to all students and clients of Wingate Avenue Community Centre. Element 2.7 of the Australian Quality Training Frameworks expects that an RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively. People who use WACC and who believe they have been adversely affected have a right to complain and have their complaint resolved through a fair and equitable process.

Wingate Avenue Community Centre (WACC) encourages anyone with a complaint or appeal to resolve any issues or concerns that they may have at the earliest opportunity. It is the objective of this policy to ensure that complaints and appeals are resolved promptly and efficiently by negotiation and discussion between the parties involved in the dispute. The preferred process involves employees, volunteers, and people who use the centre being able to resolve issues to their satisfaction internally.

If a staff member has a grievance that are to refer to the Staff Grievance Policy and procedure. This policy can be located on the S: Drive Policies and Procedures folder.

## Scope

This policy and procedure applies to all participants, clients and students of Wingate.

## Definitions

**Complaint** – dissatisfaction with any aspect of service provided by WACC including subsidised training delivered through the Skills First Initiative (Certificates in English as an Additional Language ), SEE (Skills for Education and Employment), AMEP (Adult Migrant English Program) or ACFE (Adult Community and Further Education)

**Appeal** - Where a person disputes a decision made by WACC. This may be an assessment decision or any other decision.

Complainant/s – The person or persons making the complaint/allegation.

## Relevant Legislation

Education and Training Reform Act 2006 (Vic).

Education and Training Reform Regulations 2007 (Vic).

Privacy and Data Protection Act 2014 (Vic)

Privacy Act 1988 (Cth)

Health Records Act 2001 (Vic)

Charter of Human Rights and Responsibilities Act 2006 (Vic)

Occupational Health and Safety Act 2004

Freedom of Information Act 1972 (Vic)

## Policy

WACC encourages an environment whereby different views are valued and feedback is actively sought from community members and staff.

This document was reviewed and accepted by the Committee of Management of the Wingate Avenue Community Centre Inc. on 17/06/2019 and supersedes all previous versions.

Staff, students and volunteers are informed of complaints and appeals policy and mechanisms at the time of enrolment or induction. Students are made aware of the policy through the handbook and they are able to access it via the website or obtain a hard copy from reception at Wingate Avenue Community Centre.

A student who has a complaint or appeal has the right to raise the complaint or appeal and expect that every effort will be made to resolve the issue. They have a right to present the complaint or appeal verbally, as well as in writing.

Verbal complaints will be accepted when the Complainant makes it clear that they are making a formal complaint and not giving general feedback. WACC recognises that critical comment and response are an important part of the development of quality educational and community programs and such responses would not normally be viewed as a complaint unless specific action or redress was requested.

## **Responsibilities**

### **Wingate Avenue Community Centre will:**

- Ensure that students know how to make a complaint or appeal.
- Ensure that staff know how to handle a complaint or appeal through adequate information at induction as well as information provided at staff meetings.
- Ensure all complaints, and appeals will be handled professionally and confidentially in order to achieve a resolution
- Ensure that complaints/ and appeals are resolved by negotiation and discussion between the parties
- Ensure all complaints/ and appeals are managed fairly and equitably and efficiently as possible.
- Ensure all steps in the complaint or appeal procedure will be minuted and outcomes recorded.

### **The Management team will ensure that**

- There is information on the website as well as in the Student Handbook
- The policy and procedure adheres to the principals of procedural fairness
- Complaints and appeals are addressed efficiently and effectively.

### **It is the responsibility of Employees (including volunteers), Students and all Centre Users to ensure that:**

- They attempt to resolve any issues through internal processes at the earliest opportunity.

## **Further Information**

Fair Work Australia website <http://www.fwa.gov.au/>

## **Related Documents**

- Appendix 1: Complaints and Appeals Form
- Appendix 2:
- Student/Centre Users Complaints Poster
- Appendix 4: External Bodies for Complaints and Appeals
- Complaints and Appeals Register
- Code of Conduct
- Student Complaints and Appeals Procedure
- Centre Users Procedure