

## PP005 - CLIENT COMPLAINTS AND APPEALS POLICY AND PROCEDURE

### 1. Overview

PTP will ensure that all students, staff and stakeholders have access to a fair and equitable process for dealing with complaints and will provide an avenue to appeal against decisions made in relation to their complaint.

To facilitate this process the following policies will apply:

- Students will be provided with a copy of the Complaints and Appeals Policy and Procedure
- All complaints will be handled professionally and confidentially in order to achieve a satisfactory resolution
- All complaints and appeals will be managed fairly and equitably and as efficiently as possible
- All complaints and appeals and outcomes will be documented in writing and recorded in the Complaints and Appeals Register
- Students will be given a clear understanding of the steps involved in the complaints and appeals process
- PTP will attempt to resolve any complaint within 10 working days of receipt of the written complaint
- Where required, students will be provided with details of external authorities they may approach

### 2. Types of complaints or appeals

A complaint or appeal may include, but is not limited to;

#### Complaints

- Course advice and enrolment
- Suspension and/or cancellation of enrolment
- Program delivery
- Marketing and promotional activity
- Personal safety
- Customer service and administration
- Issue of results, certificates, statement of attainment
- Learning resources
- Fees and charges
- Equity and access, discrimination, harassment and bullying

#### Appeals

- Assessment process and decision
- Candidate progress and academic progress decisions

### 3. Complaints Procedure (Informal)

PTP may receive complaints from students, staff or stakeholders and members of the public either verbally or in writing.

Once a complaint is received, PTP will seek to identify the issue and seek to resolve the concern immediately through informal discussions so as to avoid any further disruption, or escalate the issue to a formal complaint. The organisation encourages both staff and complainants to approach the complaint openly and honestly so as to resolve problems through fair and reasonable means.

### 4. Complaints Procedure (Formal)

Where a complaint or appeal cannot be resolved initially through informal discussion and conciliation, the following procedures will apply to formal complaints:

- Student will be advised to submit complaint in writing to the Training Manager and to include sufficient details about themselves, course of study and circumstances surrounding the complaint
- Receipt of the written complaint will be documented in the Complaints Register
- The Training Manager will contact the student within forty eight hours to advise of receipt of written complaint
- The Training Manager will consider the complaint and discuss with the relevant PTP staff involved
- If necessary, the student will be given the opportunity to formally present their case to the Training Manager
- The student will then be notified in writing of the outcome of the complaint by the Training Manager

### 5. Complaints Procedure (Escalation)

In the event that a complaint cannot be resolved through PTP's Informal and/or Formal Complaints Procedure, the following procedures will apply to the escalation of the complaint:

- An appropriate independent third party will review the unresolved complaint and provide advice on the outcome.
- If the learner is not satisfied by the complaints and appeal outcome, they can contact:
  - Consumer Affairs Victoria (CAV)  
CAV invites written complaints in circumstances where a consumer has made a reasonable attempt to resolve a dispute with the supplier.
  - Consumer Affairs Victoria  
[www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)  
113 Exhibition Street  
Melbourne VIC 3000
- The Candidate may wish to escalate the matter to the Victorian Registration and Qualifications Authority (VRQA). The VRQA can investigate a complaint against a registered training organisation if it is registered with the VRQA – PTP is registered with the VRQA. Information on the VRQA's complaints process can be found on their website <http://www.vrqa.vic.gov.au/complaints/Pages/default.aspx>

## **6. Appeals Procedures**

All students have the right to appeal decisions made in respect to complaints they have made. All appeals must be in writing and will be reviewed within 5 working days of receipt. The following procedures will apply to requests from students to appeal a decision:

- Student are to be advised to submit appeal in writing to the Chief Executive Officer and to include details of the grounds for their appeal
- Receipt of the written appeal will be documented in the Appeals Register
- If the appeal is in respect of an assessment, a reassessment will be conducted within a reasonable timeframe by an independent third party assessor. The appellant will be given the opportunity to formally present their case to the independent third party assessor.
- If the appeal is to dispute the outcome of a complaint other than an assessment, the appeal will be scheduled to be heard by an independent person or panel, inviting the appellant to formally present their case. This independent body will in normal circumstances be the Victorian Registration & Qualifications Authority (VRQA).
- All applicants shall be given the opportunity to formally present their case to the independent mediator
- Upon a decision being made, the appellant will be provided with a written statement of the appeal outcomes, including reasons for the decision. All decisions will be documented in the Appeals Register

## **7. Complaints/Appeals Registers**

PTP will maintain a separate Complaints Register and Appeals Register which will allow identification and detail of the following issues:

- Receipt date of complaint
- Receiving officer
- Student name
- Nature of complaint
- Actioning Officer
- Attachments (if applicable)
- Determined Resolution
- Date of Resolution

## **8. Referenced Documents**

DOC004 - Complaints, Appeals and Grievances Register