



PR04 AIFL COMPLAINTS AND APPEALS PROCEDURE

<u>Description</u>	<u>Purpose and Scope</u>	<u>Definitions & Abbreviations</u>	<u>Procedure Standards</u>
<u>Legislation, Acts & Standards</u>	<u>Key Aligned Documents</u>	<u>References</u>	<u>Governance</u>

Description

This procedure gives guided action taken by AIFL to handle a complaint and/or appeal in a fair and expedient manner so that resolution is achieved in a timely manner.

Procedure Applies To

All AIFL staff, trainers and assessors, other individuals who have contractual arrangements with AIFL and students.

Purpose and Scope

The procedure extends specifically to complaints and/or appeals that are brought to the attention of the CE, General Manager or staff of the AIFL and/or UMHCS. The aggrieved person or their representative has the option of presenting the complaint and/or appeal in writing to the General Manager using the appropriate forms. Once this is done, the General Manager will advise the staff of the AIFL who will record the matter as a complaint and/or appeal and commit to dealing with the matter.

Matters presented verbally or through a third party may also be considered suggestions for improvement and will be dealt with accordingly and added to the quality improvement register if this is an appropriate action.

The Complaints and/or Appeals Policy will be made available to students via the AIFL website and maintained by the ICT and Compliance Officer.

Nothing in this policy overrides any state or national law or regulation.

Definitions & Abbreviations

AIFL- Australian Institute of Flexible Learning

Natural Justice Principles: The principles of natural justice that decision-makers under this policy must follow can be broadly summarised as follows.

- All parties to the complaint and/or appeal, including the respondent(s), shall have the right to be heard before a decision is made, including the right to respond to any

statements or evidence that may prejudice their case.

- All relevant submissions, information and evidence to be considered by the decision-maker should be disclosed to all parties to the complaint and/or appeal prior to the hearing. Matters that are not relevant shall not be taken into account by the decision-maker.
- The decision maker/s shall not be biased or appear to be biased (by a reasonable and informed bystander) nor have a vested interest or personal involvement in the matter of the complaint.

In addition to these principles of natural justice, there should be no undue delay in responding to disputes/grievances/complaints and all parties under this policy shall have the right to a representative of their choice.

Procedure Standards

A complaint and/or appeal can be lodged to AIFL in writing, by telephone or in person. To lodge a complaint and/or appeal with AIFL the forms can be accessed from the AIFL website or by contacting AIFL administration or the course trainer.

Complaints

All complaints will be handled according to UMHCS procedure as set out in Appendix B flow chart and Appendix C of UMHCS Compliments, Complaints & Suggestion Management procedure.

Appeals

- Appeals relating to training or assessment should firstly be lodged with the trainer and appropriate feedback given to the student, by the trainer/assessor, based on the students concerns.
- If the student is not happy with the decision an appeal can be lodged in writing to the General Manager for review.
- The General Manager will review the appeal and speak to the trainer/assessor, if necessary the work may be re-marked and validated by a different trainer/assessor.
- The Student will receive written notification of the outcome of the review within 14 days of the paperwork being lodged.

Legislation, Acts & Standards

Standards for Registered Training Organisations (RTOs) 2015 (Standard six)
2014-2016 VET Funding Contract Victorian Training Guarantee Program
Privacy Act 1988

References

UMHCS- Compliments, Complaints & Suggestion Management Procedure
UMHCS-[Compliments, Complaints & Suggestion Management](#) policy

Key Aligned Documents

P04 Complaint and Appeals Policy
UMHCS- Compliments, Complaints & Suggestion Management Procedure
UMHCS-[Compliments, Complaints & Suggestion Management](#) policy
R04 Complaints Register
R06 Appeals Register

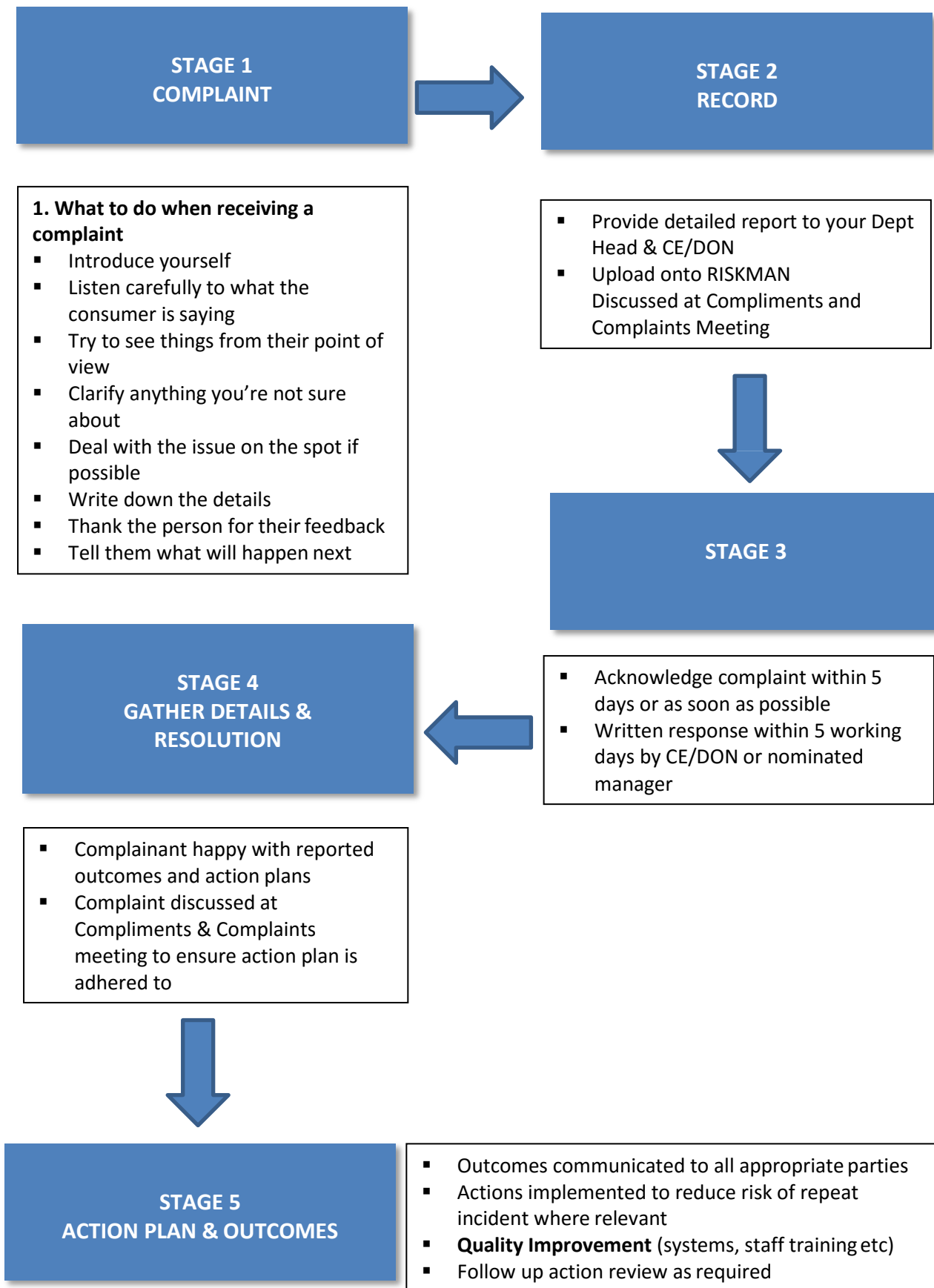
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R08 Continuous Improvement Register
F01 Appeals Application Form
F48 Complaints Form

Governance

Version Control and Change History		
Version Number	Approval Date	Amendment
<#ver_num>	<#revision_issue_date>	

Appendix B- Complaint Management



Appendix C

Dealing with complaints – Checklist for staff

Complaints are a valuable source of feedback for UMHCS and AIFL. All students and staff, patients and their families and friends have a right to make a complaint about any aspect of their education or health care. They should be treated with respect and their complaint attended to quickly.

What to do when receiving a complaint

- Introduce yourself.
- Listen carefully to what the consumer is saying
- Try to see things from their point of view
- Clarify anything you're not sure about.
- Deal with the issue on the spot if possible
- Write down the details on the complaint analysis form - Appendix D.
- Thank the person for their feedback
- Tell them what will happen next.

What NOT to do when receiving a complaint

- Be defensive or take it personally.
- Blame others
- Make assumptions without checking your facts.
- Argue with the consumer.
- Be dismissive – it takes courage to complain.

Difficult situations

- Remain polite and respectful.
- Focus on the issue at hand, rather than the personalities.
- Take time to understand what the problem is – there may be an easy solution.
- Be prepared to listen, without getting caught up in emotions – the person wants to be heard.
- Be patient.
- Provide information or an expression of regret as appropriate.
- Ask another staff member for help if necessary.