

SKCP11 - Client Appeals & Complaints Policy & Procedure

1. POLICY

Steel Mains Pty Ltd (Pipeline Installation Training Department) strives to ensure that each student is satisfied with their learning experience and outcome. In the event that this is not the case, students have access to the Steel Mains Training Department complaints and appeals process.

2. PURPOSE

The purpose of this procedure is to outline the process if any customer and/or enrolled students of Steel Mains Training Department have an appeal, complaint or grievance that needs to be handled in accordance with the standard for Registered Training Organisations.

Steel Mains Training Department aims to resolve appeals, complaints or grievances promptly, objectively and as close to the source as possible. Where necessary however they will be escalated to the next management level until they are resolved.

3. SCOPE

This procedure applies to all complaints and grievances or appeals that are relevant to pipeline installation training and assessment.

4. DEFINITIONS

Appeal – relates to a request for a review, change of decision or outcome relating to a learner's results following completion of a formerly outlined assessment process.

Complaint – relates to issues of service or advice which has progressed beyond a minor disagreement or beyond simple resolution through good communication skills. These issues need careful and prompt attention so that they do not become damaging to relationships, counter-productive and costly to the organisation.

Grievance – A complaint or appeal that has not been resolved in a time effective manner and progressed to *formal registration* with the Training Manager of Steel Mains Pty Ltd and once made must be recognised and dealt with, usually within a period of two working weeks.

Complaints / Appeals:

Informal – initial discussions held between client and the Trainer with the objective to find an agreeable solution through good communication skills and measures within a 7 working day period.

Formal – where a complaint or appeal has been *formally registered* as a documented Grievance with the Steel Mains Training Manager.

5. RESPONSIBILITIES

Responsibilities are outlined in steps within the Procedure. These include: Trainers, Training Manager and/or ultimately the Training Department CEO.

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6. PROCEDURE

These procedures are based on the following principles:

- i. Fairness and equity.
- ii. Ease of utilization.
- iii. Resolution of grievances promptly and at the lowest possible level.

Appeals and Complaints Process:

6.1 On receipt of an appeal or complaint received from a client and/or enrolled student, the details are to be documented in a timely and accurate manner and attempts should be made to resolve the matter within a 72 hour (three working day) duration between the client and the Trainer. If a suitable resolution cannot be reached after every effort is made, then the formal grievance process will commence.

6.2 To commence the *formal process*, details will be presented in writing by the Learner (Contractor's employee) or Contractor and given to the Training Manager with any applicable documentation attached. A Student Complaint and Appeals Form can be used for this process.

All appeals must be lodged within 14 working days of the date of the assessment result notification to the candidate. Each participant will be allowed two additional attempts at re-assessment, after which time the participant would be asked to undergo the course again.

The Training Manager will carefully consider all relevant information and hold all discussions in good faith between the client and where applicable the Trainer in an effort to genuinely resolve the grievance within a 14 working day period.

All parties will be given the opportunity and a reasonable period of time to respond before the process continues. Where applicable, the Training Manager may initiate discussions with both parties in an effort to genuinely resolve the matter quickly.

6.3 In the event that an agreeable solution cannot be reached, the matter will be referred to the Training Department CEO of Steel Mains for final consideration and resolution. All parties involved will be provided with a thorough written response (includes all data, records and information necessary to the processing of the grievance).

6.4 Clients will be advised of contact details for the ASQA or the National Training Hotline if they are not satisfied with the process and wish to take the matter further.

6.5 All communications arising from the Appeals and Complaints process shall remain confidential except to the extent to give effect to this procedure.

6.6 Details are to be recorded in the Training Improvements Register (highlights specific areas of improvement with training content and delivery) or Quality Improvement Register (for general service quality improvement matters, not part of Training System) and reviewed appropriately (consideration given to maintain confidentiality) as part of the Steel Mains Pipeline Installation Training Department's overall quality improvement and internal audit processes.

7. RECORDS

Client Surveys/Feedback

Minutes of Meetings

Diary Entries, Training Improvements Register

SKCP23 Student Training Complaint and Appeals Form