

COMPLAINTS POLICY

COMPLAINTS and APPEALS POLICY AND PROCEDURES

Purpose

To manage complaints and appeals effectively and efficiently, and to improve practice

Scope

This policy applies to all contracting agencies, clients, customers, colleagues, job applicants, staff, consultants, contractors and learners.

Objectives

The objectives of this policy are to ensure:

- Provision of an effective complaints and appeals management system
- That all parties to a complaint or appeal shall have the right to be heard
- All relevant submissions and evidence shall be considered
- That the decision maker shall not be biased or appear to be
- That analysis of complaints or appeals will contribute to continuous improvement of LWA policy and practice

Complaints – principles

- LWA will deal with any complaint or appeal fairly, promptly and confidentially
- LWA operates an internal process for handling complaints, appeals and disputes
- A complainant or appellant may approach the workplace trainer or either Director with a complaint or appeal against a decision
- Unresolved complaints, appeals and disputes will be referred to external processes/offices as appropriate. The complainant or appellant has the right to independently seek advice and support from an external person or agency at any point in the process
- Details of complaints or appeals shall be known only to those directly involved in its resolution
- There shall be no bias in the management of complaints or appeals
- LWA actively aims to identify the source of a complaint or appeal to avoid such complaints or appeals recurring

Complaints – procedure

- Complaints may be advised by personal contact, by telephone, by electronic means, or by writing
- Complaints or appeals will be recorded in a complaints register
- In the event of a complaint, appeal or dispute, the matter is to be referred in the first instance to one of the company directors at Richmond
- Complaints or appeals shall be dealt with in a timely manner within achievable deadlines
- Complainants or appellants will be given information about external advice and support agencies in the event that they wish to independently seek out support at any stage of the process. These include, but are not limited to the Ombudsman Victoria, the Equal Opportunity and Human Rights Commission Victoria and the Victorian Civil and Administrative Tribunal (VCAT).
- The complainant or appellant shall be kept informed on the progress of a complaint or appeal
- The complainant or appellant may nominate an advocate to represent her/his interests or to act as a support person
- Where the dispute cannot be satisfactorily resolved an independent person will be engaged

- LWA will provide a written statement of the complaint outcomes, including reasons for the decision to the complainant within a timely period
- In some instances, it may be appropriate to refer complainants to external processes/offices as appropriate
- In the event of a complaint, the organisation undertakes to examine any underlying causes to ensure that the complaint does not re-occur.
- Records of complaints will be kept in accordance with legislative requirements

ALSO SEE “COMPLAINTS” AND “ASSESSMENT APPEAL INFORMATION FOR STUDENTS” DOCUMENTS