



## Complaints and Appeals Management

**Last Updated:**

1 December 2015

**Director Approval:**

**Lisa Materano (original signed)**

This policy covers standards 6.1, 6.2

This policy commences from Version 2.0 from 22 September 2014.

**Purpose :**

1. To clearly outline the actions that are available to students, staff, other clients and industry stakeholders who have a complaint relating to any of the actions, products and/or services provided by Blended Learning International.
2. To ensure that complaints are dealt with in an efficient and effective manner by clearly identifying the procedure for raising a complaint.
3. Where Blended Learning International staff are unable to resolve a complaint to the complainant's satisfaction, to identify further avenues for resolution.

**Scope:**

- Students
- Trainers / Facilitators
- Administration Officers
- Blended Learning International Directors



## Policy and Procedure

1. The Blended Learning International complaint procedure is available to all Blended Learning International staff, students, clients, facilitators, trainers & assessors and stakeholders upon request to Administration staff. Blended Learning International will apply the principles of natural justice to ensure procedural fairness and a fair decision is reached by an objective decision maker. Blended Learning International maintain procedural fairness in order to protect the rights of individuals and enhance student, staff and public confidence in the process. As such Blended Learning Internationals complaints process is publicly available.
2. All parties will have a clear understanding of the steps involved in the complaint procedure and will commence with a written statement of complain and a written acknowledge of receipt of the complaint or appeal
3. Blended Learning International will commence the resolution process within five (5) working days of receipt of the complaint (including verbal complaints)
4. All complaints will be handled professionally and confidentially in order to achieve a satisfactory resolution.
5. Blended Learning International will encourage the parties to approach complaint resolution with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint cannot be resolved through discussion and conciliation, BLENDED LEARNING INTERNATIONAL will appoint an appropriate external and independent agent to mediate between the parties.
6. All meetings and discussions relating to the lodgement and resolution of complaints will be documented in the Continuous Improvement Folder.



7. Blended Learning International will resolve any complaints fairly and equitably and will initiate resolution procedures within five (5) working days of the resolution decision
8. Where Blended Learning International considers more than 60 calendar days are required to process and finalise the complaint or appeal, Blended Learning International will:
  - (a) inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; andprovide regular updates to the complainant or appellant on the progress of the matter.
9. Each complainant:
  - Has an opportunity to formally present his/her case
  - Is given a written statement of the complaint outcomes, including reasons for the decision.
10. Complainants have the right to appeal the complaint resolution decision provided by Blended Learning International.
11. Any appeal against a complaint resolution decision made by Blended Learning International will be heard by the
  - Commonwealth and ACT Ombudsman: <http://ombudsman.act.gov.au/>
  - New South Wales Ombudsman: <https://www.ombo.nsw.gov.au/>
  - Northern Territory Ombudsman: <http://www.ombudsman.nt.gov.au/>
  - Queensland Ombudsman: <http://www.ombudsman.qld.gov.au/>
  - South Australian Ombudsman: <http://www.ombudsman.sa.gov.au/>
  - Tasmanian Ombudsman: <http://www.ombudsman.tas.gov.au/>
  - Victorian Ombudsman: <https://www.ombudsman.vic.gov.au/>
  - Western Australian Ombudsman: <http://www.ombudsman.wa.gov.au/>
12. In the event complainants are dissatisfied with the result of the external appeal process, they may choose to lodge a complaint with the Australian Skills Quality



Authority as the National VET Regulator. Further details are available on the ASQA website, <http://asqa.gov.au/complaints/making-a-complaint.html>.

13. Records will be retained and secured and used to identify potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

## **PROCESS**

### **Lodgement of Complaints**

A complaint may be lodged by any of the following:

- Students
- Blended Learning International Staff
- Clients
- Facilitators
- Trainers & Assessors
- Industry stakeholders.

Complaints will be received by Blended Learning International in any of the following ways:

- Receipt of completed complaint form (available on the Blended Learning International website)
- E-mail detailing complaint
- Verbally to any member of Blended Learning International staff. Where a complaint is received verbally, Blended Learning International staff will either request the complainant to fill in a complaint form, or complete the complaint form themselves in order to keep a clear record of the complaint issues.

Blended Learning International will attempt to resolve all complaints initially through discussion and conciliation.

For each complaint, Blended Learning International will gather and record the following data:

- Submission date of complaint
- Nature of complaint
- Date/s when cause of complaint occurred
- Attachments (if applicable)
- Complainant's desired outcome
- Determined Resolution
- Date of Resolution

- Date of written notification back to complainant, including details of right of appeal and contact details for external appeals body
- Confirmation as to whether published service/processing standards have been met by Blended Learning International
- Root cause analysis and any required organisational improvements
- Implementation of rectification/improvement actions, responsible parties and timeframes.

### **Lodgement of Appeals**

An appeal may be lodged to the General Manager. In this instance, the following occurs:

- Blended Learning International will issue a written outcome of a complaint resolution to the complainant, including the reasons for the decision within five (5) working days of the decision being made.
- Upon receipt of this resolution decision, the complainant may wish to dispute the outcome of a resolution.
- The written outcome of a complaint resolution will include documented advice to complainants of their right to appeal the resolution decision and the contact details for the external appeals body in the documented resolution decision.
- The external appeals body will advise the complainant of the required process for lodgement of the appeal and any applicable processing details.
- Blended Learning International will accept the decision of the external appeals body and instigate any required action/improvements within five (5) working days of receipt, in writing, issued by the external appeals body, of the decision made by the external appeals body.
- For each appeal, Blended Learning International will collect the following data:
  - Appeal decision
  - Required action/improvement items (where determined by the appeal body)
  - Reasons for appeal decision
  - Analysis of original decision in relation to appeal decision
  - Root cause analysis of Blended Learning International decision making issues (if appeal decision differs from original resolution decision)
  - Implementation of rectification/improvement actions, responsible parties and timeframes.