

# Complaints and Appeals Policy and Procedures

*This document has been extracted from the Student Handbook V4 document, pages 19 – 21.*



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Training

## **Purpose**

This policy and procedure has been created to provide clear and practical guidelines to ensure that complaints and appeals of students can be resolved in accordance with the principles of natural justice, equitably and efficiently.

## **Scope**

The complaints and appeals policy applies only to students enrolled with Prestige Service Training. Complaints regarding school conduct can be directed to the individual school principal.

## **Policy**

Prestige Service Training believes that all students, who have a complaint or appeal, have the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation.

The students have the right to present the complaint or appeal formally and in writing.

Prestige Service Training will manage all complaints and appeals fairly, equitably and efficiently as possible. Prestige Service Training will encourage the student to approach the complaint or appeal with an open mind to resolve problems through discussion and conciliation.

Confidentiality will be maintained throughout the process of making and resolving complaints. We seek to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

A copy of this policy is available to all parties through Prestige Service Training. The information will also contain details of external authorities they may approach.

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## Procedure

Should a student have a complaint or appeal, the following steps are to be followed:

1. Student should discuss the complaint or appeal with the person involved to try and resolve it verbally.
2. If no resolution is reached, the student should discuss the complaint or appeal with his/her Service Facilitator to see if it can be resolved.
3. If still no resolution, the student should put the following information relating to the complaint or appeal to the Head of Department that the complaint relates to:
  - a. Training – Director of Training Services.
  - b. Business Development – Business Development Executive.
  - c. Administration or any other area of the business – CEO.
4. Upon receipt of the complaint or appeal, the Head of Department will acknowledge receipt in writing within 5 days and will either deal with the issue personally or arrange for it to be dealt with by the CEO. This process must commence within 48 hours from the time of the Head of Department receiving the notification from the student about their dissatisfaction to the response received from the student and a response/resolution must be presented within 30 days.
5. Should the issue still not respond to the student's satisfaction, the Head of Department will bring it to the CEO's attention, who will make arrangements for an independent third party to mediate the issue.
6. Where a complaint or appeal cannot be resolved through discussion and conciliation, Prestige Service Training acknowledges the need for an appropriate external and independent person to mediate between the parties. These parties will be given the opportunity to formally present their case to the independent person through LEADR/IAMA, the Association of Dispute Resolvers. Complaints can contact South Queensland Dispute Resolution Centre directly as follows:
  - \* Address: Level 1, 363 George Street, Brisbane, QLD 4001;
  - \* Phone: 07 3239 6007 or 1800 017 288 (toll free outside Brisbane);
  - \* Fax: 07 3239 6284
  - \* Email: [drc.sq@justice.qld.gov.au](mailto:drc.sq@justice.qld.gov.au).

Prestige Service Training will give due consideration to any recommendations arising from the external review of the complaint/appeal within 30 days of receipt if the recommendations and the CEO will ensure that they are fully implemented.

7. All complaints will be recorded in the complaints register. This will identify potential areas for improvement and is also important if the same student has a complaint to the VET Regulator.
8. All documentation relating to complaints or appeals will be archived for audit purposes for a period of 10 years.

Prestige Service Training Compliance will be responsible for the implementation and maintenance of the policy.

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## Definitions

*Complaints and appeals* – include but are not restricted to, matters of concern to a student relating to training delivery and assessment, the quality of the training, student support materials, discrimination, sexual harassment, or one of its third parties.

*Principles of assessment* – students are assessed through a wide range of tasks and activities to ensure reliability and validity of assessment. This ensures that a student is assessed on their ability to perform the task(s) and to have knowledge relevant to industry standards. Assessments used by Prestige Service Training, are validated on a regular basis to ensure they meet the following principles of assessment:

- \* Fairness – the individual student's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied to consider the individual student's needs. The student is informed about the assessment process and provided with the opportunity to challenge the result of the assessment and be reassessed if necessary.
- \* Flexibility – assessment is flexible by: reflecting the student's needs; assessing competencies held by the student no matter how or where they have been acquired; and drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual student.
- \* Validity – any assessment decision is justified, based on the evidence of performance of the individual students. Validity requires: assessment against the unit(s) of competency and the associated assessment requirements, covers the broad range of skills and knowledge that are essential to competent performance; assessment of knowledge and skills is integrated with their practical application; assessment to be based on evidence that demonstrates that a student could demonstrate the skills and knowledge in other similar situations; and judgement of competence is based on evidence of student performance that is aligned to the unit/s of competency and associated assessment requirements.
- \* Reliability – evidence presented for assessment is consistently interpreted and assessment results are comparable, irrespective of the Service Facilitator conducting the assessment.

*Rules of Evidence* – rules of evidence have been identified to ensure that assessment produces evidence that has:

- \* Validity – the Service Facilitator is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
- \* Sufficiency – the Service Facilitator is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a student's competency.
- \* Authenticity – the Service Facilitator is assured that the evidence presented for assessment is the student's own work.
- \* Currency – the Service Facilitator is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

*Natural Justice* – is concerned with ensuring procedural fairness:

- \* Decisions and processes should be free from bias;
- \* All parties have the right to be heard;
- \* The respondent has a right to know of what s/he is accused; and
- \* All parties are told the decision and the reasons for the decision.