

Wesley Health Management

Complaints & Appeals Policy

PURPOSE:

1. This policy is based on providing and maintaining training services that are fair and reasonable and afford a forum where issues or inadequacies can be resolved. The Wesley Health Management Process provides adequate opportunity for complaints and appeals to be forwarded to Wesley Health Management in a timely, confidential and sensitive manner.

SCOPE

2. At Wesley Health Management the Operations Manager is appointed as the Complaints Resolution Officer.

The objective is to ensure that Wesley Health Management staff and those acting on behalf of Wesley Health Management act in accordance with the Wesley Health Management Code of Practice. The process provides clients/stakeholders a clear process to follow in order to register a complaint. It ensures all parties involved are kept informed of the resulting actions and outcomes.

Complaints are an avenue of ensuring that we identify and overcome problems faced by students, and provide an opportunity to improve our business and/or the delivery of our training programs.

PROCEDURE:

1. In the first instance, students with a grievance should approach their trainer or Head Office Consultant to express their concern. The consultant or trainer will endeavour to resolve the issue to the satisfaction of the student and company.

The Appeals policy is designed to manage :

- a. Allegations involving the conduct of trainers, assessors, staff or a learner of the RTO.
 - b. Is a vehicle where students are able to request a review of an assessment decision, made by the RTO or a third party.
2. Students have the right to submit an Appeal or Complaint in writing within five (5) working days, if they feel that they have been unfairly treated in some way. Or if students are not happy with the solutions provided in the first instance or are unhappy with assessment decisions. Complaints are an avenue of ensuring that we identify and overcome problems faced by students and provide an opportunity to improve our business and/or the delivery of our training programs.
 3. An Appeal or Complaint should be lodged as soon as possible in writing to the Operations Manager or Director. Each complaint is entered into the Wesley CRM under AAA – Continuous Improvements – Complaints & Appeals where activity and outcomes are carefully recorded.

4. Wesley Health Management Operations Manager or Director will conduct an investigation, assess the situation and take appropriate action.
5. If the complaint is related to training or assessment, the Operations Manager may arrange a meeting with the trainer and student to discuss the issue and seek resolution. Appeals or complaints related to administration matters will be investigated openly and as quickly as possible to resolve the issue.
6. In the event of an appeal or complaint against Wesley Health Management trainers and/or assessors involving an alleged breach of civil law, the matter should be reported in the same way so that the appropriate action may be taken. If the issue is not resolved to the satisfaction of the complainant, the matter will be referred to the appropriate authority.
7. Wesley Health Management supports the rights of a student to lodge a grievance or complaint and will not impair that right in any way. Wesley Health Management will do everything possible to address all grievances or complaints in an unbiased and professional manner.
8. All complaints and appeals will be responded to within 10 working days of the initial application. All complaints and appeals will be recorded by the Operations Manager in the CRM.
9. Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, Wesley Health will:
 - a. Inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
 - b. Regularly updates the complainant or appellant on the progress of the matter.

ANNEX A to

COMPLAINTS AND APPEALS POLICY

COMPLAINTS AND APPEALS PROCESS

