

SUGGESTIONS, COMPLAINTS AND APPEALS POLICY AND PROCEDURE

Standard 6. Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.
Clause 6.1 to 6.5 - Complaints and Appeals

Limestone Coast Training's *Suggestions, Complaints and Appeals Policy and Procedure* is publicly available on the Limestone Coast Training website at: <https://limestonecoasttraining.org.au/>

Limestone Coast Training is committed to the appropriate resolution of complaints and appeals. Limestone Coast Training recognises that suggestions, complaints and appeals are a valuable source of information and feedback for further improvement of our service. No person is to be discouraged from making a suggestion, complaint or appeal.

Limestone Coast Training will acknowledge and deal fairly, efficiently and effectively with all complaints and appeals.

Limestone Coast Training will retain records of all complaints and appeals.

Limestone Coast Training will manage and respond to all complaints and allegations involving the conduct of:

- Limestone Coast Training, its trainers, assessors or other staff
- a third party providing services on Limestone Coast Training's behalf, its trainers, assessors or other staff
- a learner of Limestone Coast Training.

Limestone Coast Training will fairly and effectively manage requests for appeals such as requests for a review of decisions, including assessment decisions, made by Limestone Coast Training or a third party providing services on Limestone Coast Training's behalf.

Limestone Coast Training will ensure that:

- the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process
- the relevant policies, processes and procedures for making complaints and appeals are publicly available
- complaints and requests for an appeal are acknowledged in writing within seven business days
- provisions are available for a review to be adjudicated by an appropriate party independent of Limestone Coast Training and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal
- complaints and appeals are resolved within 60 calendar days.

Where Limestone Coast Training considers more than 60 calendar days are required to process and finalise the complaint or appeal, Limestone Coast Training will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required.

In cases where more than 60 calendar days are required to process and finalise the complaint or appeal, Limestone Coast Training will update the complainant or appellant on the progress of the matter.

Limestone Coast Training will:

- securely maintain records of all complaints and appeals and their outcomes
- identify potential causes of complaints and appeals
- take appropriate corrective action to eliminate or mitigate the likelihood of recurrence.

Complaints and Appeals Submission Procedure

Informal complaint / appeal:

- If you have a concern, complaint or appeal, we encourage you to raise this with a Limestone Coast Training staff member, who may be able to help resolve the issue immediately.
- All persons identified or subject to a complaint will be notified of the content of the complaint and/or allegation and afforded all natural justice and procedural fairness response mechanisms.
- Limestone Coast Training management will make a decision, discuss their judgement with the student and record the outcome of the complaint or appeal.
- Students dissatisfied with the outcome of Limestone Coast Training's decision may initiate the formal complaint procedure.

Formal complaint / appeal:

- If, after the initial informal complaint/appeal procedure you feel your concern has not been resolved, we encourage you to submit a formal complaint.
- A formal complaint/appeal is to be submitted in writing using the *Complaint and Appeals Form* (see appended at the end of this document). The completed form can be submitted in person to an LCT staff member, via email to admin@limestonecoasttraining.org.au or by mail, at the following address:
Limestone Coast Training
PO Box 1240
Naracoorte SA 5271
- On receipt of a formal complaint, the Manager or a nominated senior management person independent of the complaint will notify the complainant in writing that they have received the submission within seven business days.
- In the event of a complaint or appeal, an appointment can be made for you to speak to the Manager or nominated person to handle complaints. If the complaint involves the Manager, the complaint will be directed to the Board.
- Complaints will be confidentially investigated by the Manager or someone appointed by the Manager. You may be asked to provide additional information as part of the investigation. The Manager or delegate will review the information from all sources impartially to determine what action needs to be taken to resolve your complaint.
- The details of the complaint will be recorded on the Limestone Coast Training Complaints Register.

Delayed Processes

In the unusual circumstance where Limestone Coast Training considers more than 60 calendar days are required to process and finalise the complaint or appeal, Limestone Coast Training will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required. In line with the importance that LCT places on open and transparent processes and communication, the complainants or appellant will be regularly updated on the progress of the matter.

Record and Review

The Limestone Coast Training *Suggestions, Complaints and Appeals Policies and Procedure* highlight the importance of accurate documentation through the maintenance of records of all processes and outcomes.

All complaints and appeals will be reviewed by Limestone Coast Training. Continuous improvement procedures may be actioned when the complaint/appeal procedure results in identification of factors appropriate for improvement to



internal operations. When the initial causative factor of the complaint identifies a problem with current Limestone Coast Training policies and/or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.

Students must seek to have the complaint/appeal investigated by Limestone Coast Trainings internal processes. If through the internal complaint/appeal process, the issue is unable to be resolved the student is then able to request an independent review through Skilling Australia via the National Training Complaints Hotline (<https://www.dese.gov.au/national-training-complaints-hotline>). Only after failure of this independent review to obtain a resolution is the student able to submit a complaint to the Australian Skills Quality Authority (ASQA) (www.asqa.gov.au).

Limestone Coast Training will respond and co-operate in good faith with the Department of Education and Training in its resolution of the student complaints made to, or other issues raised with, the Department in relation to the Training Provider's delivery of the Training Services.

Feedback, Surveys and Suggestions

Management actively seek feedback from students and clients through surveys which are emailed on completion of training. Students and clients can submit feedback or suggestions at any time via Suggestion Boxes available in reception areas at the Mount Gambier and Naracoorte offices. All suggestions will be recorded on the Limestone Coast Training *Suggestions Received Register*, and any actions implemented will be recorded on the Continuous Improvement Register.

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| Approved Date: | 24.6.2022 |
| Approved by: (Name and Position) | Mardi Riley, Manager |
| Review Date: | 24.6.2023 |



Complaint/Appeal Form

Please fill out the following form detailing the reason for your complaint or appeal. You may submit your complaint or appeal in one of the following ways:

- In person, to a Limestone Coast Training staff member
- Via email at admin@limestonecoasttraining.org.au
- By mail, at the following address:
Limestone Coast Training
PO Box 1240
Naracoorte SA 5271

We will review your request and follow up with you as soon as possible.

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| First Name | | | |
| Last Name | | | |
| Email address | | | |
| Phone number | | | |
| Reason for complaint/appeal | | | |
| Signature | | Date | |