

FEEDBACK, COMPLAINTS and APPEALS HANDLING POLICY and PROCEDURE

PP048

This document sets out Key 2 Learning College's policy and procedure for dealing with individual cases of dissatisfaction raised by an employee, student or client. Feedback, Complaints and Appeals may be lodged by employees, students and clients. This policy also pertains to employees, students and clients who feel they are victim of harassment, bullying or discrimination.

The policy component of this document is designed to ensure that Key 2 Learning College responds effectively to any appeals or complaints that are lodged while the procedure component sets out the steps that an individual who has a grievance should take to have the matter addressed. The procedure component aims to ensure effective management and processing of all appeals and complaints.

POLICY

At Key 2 Learning College we are committed to providing a pleasant and safe work environment for all employees, students, clients and visitors. We acknowledge, however, that things do not always go smoothly, and that employees, students and clients can sometimes feel aggrieved about things that are happening. An employee, students or client may have a grievance about a decision, behaviour, act or omission (whether by management or other staff) that they feel is unfair, discriminatory or unjustified; and a client may have an appeal or complaint about information or a service with which they have been provided.

Key 2 Learning College is committed to securing and reviewing feedback and advice, whether ideas for improvement, comments, compliments or complaints, from our employees, students and other stakeholders. You can provide your feedback or complaint verbally or in writing at any time to a member of the Key 2 Learning staff.

A student may have a grievance about a decision made against them for an assessment submission/practical/FOSA or RPL/CT application, College intention to cancel COE due to student's breaches of the College policies and any other form of complaints and appeals. All students are given a copy of the Student Handbook and access to the Key 2 Learning College website where they will find information on the procedure to follow to make their appeal, feedback or complaint.

Key elements

The following are the key elements of the Key 2 Learning College appeal, feedback and complaints handling policy:

- *Impartiality* – if an appeal or complaint is made, it will be investigated in a fair and impartial manner. No judgements or assumptions will be made, and no action will be taken until the investigation is complete. If a complaint is made against an employee, their rights will be protected, and they will be given an opportunity to give their side of the story
- *Confidentiality* – the appeal or complainant may feel secure that Key 2 Learning College will maintain the level of confidentiality that the complainant requires
- *Victimisation* – management will make every endeavour to ensure that a complainant is not victimised in any way. If any form of victimisation does occur, appropriate action will be taken

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- *Timeliness* – each appeal or complaint will be dealt with immediately and finalised within as short a time period as possible. Every endeavour will be made to ensure that all complaints are finalised within two weeks.

PROCEDURE

This procedure sets out the steps individuals should take if they wish to lodge an appeal or complaint.

If a student has an Appeal, Feedback or Complaint:

**Approach the person/people with whom you have an appeal, feedback or complaint (where appropriate) and explain your concerns.
If you feel unable to do this or it has not worked, proceed to the next step**



**Approach the Chief Executive Officer (CEO) / Course Coordinator (CC) and explain the situation.
If you wish the appeal, feedback or complaint to remain informal it will go no further. However, if you wish to formalise the appeal or complaint proceed to next step**



**Complete Appeals, Feedback and Complaint form (F059) of your version of events and submit this to the CEO /CC. The form needs to be completed and returned to the College/who it was sent from within 20 working days from receipt
The CEO /CC will then interview the person/people about whom you are lodging an appeal or complaint and, where appropriate, other witnesses to the event**



After all information is reviewed, appropriate action will be taken by the CEO. This action may be advising the complainant that the following actions would be taken against the perpetrator:

- No action is required and will not be taken
- Action will be taken in the form of a verbal warning
- Action will be taken in the form of a written warning
- Action will be taken in the form of dismissal

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If required, appropriate provision of rehabilitation facilities for all employees, students or clients who have suffered illness or injury (physical or mental) that might affect their ability to effectively perform their usual work tasks without risk to themselves or others.

This will be coordinated by the CEO in conjunction with the complainant



For Students - RPL and CT

If a student is unhappy with the outcome of the application result, they are to email Key2Learning at office@key2learning.edu.au stating the reason why you wish to make an appeal within 7 days of receiving the result. Within 7 days of receiving a formal appeal, Key2Learning will via email acknowledge that they have received the appeal and outline the next steps. Students will be notified in writing of the outcome of the appeal (outcome notification) within 10 working days from the date the appeal was initially received.

If the student is dissatisfied with the outcome, they can ask for their case to be reviewed by an independent party. This review will occur within 14 working days of the date of outcome notification. In these instances, Key2Learning will organise for an independent party to review the appeal and where required mediate a resolution.

If after the independent review you are still dissatisfied with the outcome, you can lodge a complaint with your local state and territory consumer protection agency, Australian Competition and Consumer Commission or Industry ombudsmen or Independent Tertiary

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Smart and Skilled:

If students feel matters are unresolved to their satisfaction and wish to inform a third party, they should contact the NSW Department of Education and Communities Consumer Protection Unit for Students. They can do so at: <https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>

ACT Funded Training:

If students feel matters are unresolved to their satisfaction and wish to inform a third party, they should contact the ACT Directorate. They can do so at: skills@act.gov.au



For Students - Assessment (theory or practical/FOSA) Appeals:

Key 2 Learning College makes all reasonable efforts to ensure that assessments are objective, without bias against the student, and are valid in terms of ensuring they meet the learning outcomes. However, all students have the right to appeal assessment outcomes.

Students can make an appeal against an assessment decision or the assessment process. To do so, we ask that you lodge the appeal within 28 days of the unfavourable decision.

Students can make an appeal against the cancellation of a Training Contract or CoE, to do so they must submit the Appeals Form (F059) within 20 working days of receiving the letter or email advice that their Training Contract or CoE will be terminated.



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To make an Appeal:

Students to instigate the Appeals process - Informal appeal

Students are encouraged to speak with your trainer/assessor in the first instance

Students to instigate the Appeals process - Formal appeal

Students are to email Key2Learning at office@key2learning.edu.au stating the reason why they wish to make an appeal. Within 7 working days of receiving a formal appeal, Key 2 Learning College will via email acknowledge that they have received the appeal and outline the next steps, including sending the ***F059 - Complaints and Appeals Form and PP048 - Appeals Feedback Complaints and Policy***. The student will be notified in writing of the outcome of the appeal (outcome notification) within 10 working days from the date the appeal was initially received.

If the Appeal has been successful, the student will be placed on a "Progression Plan" so that their progression in the course can be monitored to ensure the student is making satisfactory progress with all assessment requirements for the qualification.

Where Key 2 Learning College considers more than 60 calendar days are required to process and finalize the 'appeal', they will inform the student in writing as to why this is required and provide you with regular progress updates.

If the Appeal has been unsuccessful, and the student is dissatisfied with the outcome, they can ask for their case to be reviewed by an independent party such as ***"Mediation Institute Independent Complaint Handling Service - 1300 781 533"***. This review will occur within 14 working days of the date of outcome notification.

In these instances, Key 2 Learning College will organise for an independent party to review the complaint/appeal and where required mediate a resolution.

If after the independent review, the student is still dissatisfied with the outcome, they can lodge a complaint with their local state and territory consumer protection agency, Australian Competition and Consumer Commission or Industry ombudsmen or Independent Tertiary Education Council Australia.

The student CoE's will not be cancelled until after all independent reviews are finalised.

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Client, Agents or Employer Complaints, Grievance or Feedback

1. Listen to what the complaint, grievance or feedback is.
2. Ask for the concerns to be put in writing either via email, F098 - Feedback and Suggestions Form or F092 - Industry Engagement and Feedback Form
3. Escalate complaint, grievance or feedback to the CEO within 24 hours of receiving the complaint, grievance or feedback
4. The CEO will review and conduct a full examination of the evidence, and a decision will be made about the complaint, grievance or feedback and the CEO will provide follow up instructions or respond directly to the party
5. If the complaint, grievance or feedback effects the operations of the business the CEO will escalate the complaint, grievance or feedback to the Director or Board
6. The complainant will be notified in writing of the outcome of the complaint (outcome notification) within 30 working days from the date the complaint was initially received.
7. If the complainant is not satisfied with the outcome of the response, they can ask for their case to be reviewed by an external mediator may be sought such as **"Mediation Institute Independent Complaint Handling Service - 1300 781 533"**.
8. Key 2 Learning College will keep evidence and a log of feedback or complaints received, how the matter was dealt with, action taken to deal with the issue and recorded in the Continuous Improvement Tracker and Appeals and Complaints Lodged Forms folder.
9. The CEO will identify the cause of the complaint, grievance or feedback and what steps it has taken to prevent the situation happening again.

Key 2 Learning College will keep evidence and a log of appeals, feedback or complaints received, how the matter was dealt with, action taken to deal with the issue and recorded in the Continuous Improvement Tracker and Appeals and Complaints Lodged Forms folder.

K2LC will show that it has identified the cause of the appeal or complaint and what steps it has taken to prevent the situation happening again.