

17. Complaints and appeals policy and procedure

Purpose:

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

Scope:

This complaints and appeals policy applies to all candidates enrolled with Culinary Solutions Australia Pty Ltd.

Definitions:

Complaints and appeals include, but are not restricted to, matters of concern to a candidate relating to assessment, candidate support and materials, discrimination and sexual harassment.

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 he/she is accused
- All parties are told the decision and the reasons for that decision

Policy:

Culinary Solutions Australia Pty Ltd believes that a candidate who has a complaint and appeal has the right to raise the complaint and 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.

Culinary Solutions Australia Pty Ltd. Will manage all Complaints and Appeals fairly, equitable, and efficiently as possible. It will encourage all parties to approach the complaint and appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint and appeal cannot be resolved through discussion and conciliation, Culinary Solutions Australia Pty Ltd. Acknowledges the need for an appropriate external person to mediate between all parties.

Confidentiality will be maintained throughout the process of making and resolving complaints. Culinary Solutions Australia Pty Ltd. Seeks to protect the rights and privacy of all involved.

Procedure:

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

1. The candidate should put the following information relating to the complaint and/or appeal in writing:
 - a. a description and nature of the complaint or appeal
 - b. the steps taken to deal with it so far
 - c. what you would like to happen to fix the problem and prevent it from happening again
2. The candidate brings the complaint and appeal to the attention of the Registered Training Organisation representative which will usually be the assessor.
3. If the complaint or appeal is not dealt with to the candidate's satisfaction, he/she may bring it to the attention of the RTO's Training Manager. The Training Manager will either deal with the issue personally or arrange for it to be dealt with by a management representative. The first two steps should be completed within a time frame of one week.
4. Should the issue still not be resolved to the candidate's satisfaction Culinary Solutions Australia Pty Ltd. Will arrange for an independent external person to resolve the issue.
5. All parties involved will receive a written statement of the outcome including reasons for the decision.
6. All documentation relating to the complaint or appeal will be archived for audit purposes.
7. Culinary Solutions Australia Pty Ltd's Training Manager will be the person responsible for the implementation and maintenance of the policy.