

Name of your Centre:	Pines Learning
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COMPLAINTS & APPEALS POLICY AND PROCEDURE **– For Students**

Introduction

Students at Pines Learning require clear procedures and guidelines to enable disputes/incidents to be managed in a fair and equitable manner, in accordance with the principles of natural justice.

Purpose

To provide the policy and procedures that must be followed when a complaint or appeal occurs.

1. Policy:

1.1. Pines Learning believes that a student who has a complaint has the right to raise the complaint 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 student has the right to present the complaint / appeal personally as well as in writing.

1.2. Pines Learning will manage all complaints fairly, equitably and as efficiently as possible. It will encourage the parties to approach the complaint with an open mind and to resolve problems through discussion and conciliation. Where a complaint cannot be resolved through discussion and conciliation, Pines Learning acknowledges the need of an independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

1.3. Confidentiality will be maintained throughout the process of making and resolving complaints. Pines Learning seeks to protect the rights and privacy of those involved and to facilitate the return to an amicable and productive work environment.

1.4. All students on enrolment and trainers on employment will be provided with a copy of the Complaint & Appeal Policy and Procedures -For Students so that they will have a clear understanding of the steps involved in the complaint procedure.

1.5. Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other serious issues which may arise.

1.6. Less serious issues will be dealt with on a day to day basis.

2. Procedure:

2.1. The student must put the following information relating to the complaint in writing:

- description of the complaint or appeal
- state whether you wish to verbally present your case
- steps you have taken to deal with the complaint
- what you would like to happen to fix the problem and prevent it from happening again.

2.2. The student will bring the complaint to the attention of a representative of Pines Learning, and in most cases this will be the Trainer. If the complaint is against the Trainer, the student shall present the complaint to the Program Coordinator.

2.3. If the complaint is not dealt with to the student's satisfaction, it may be brought to the attention of the Centre Manager. The Manager will either deal with the issue personally or arrange for it to be dealt with by a Committee of Management representative.

2.4. The student will be given the opportunity to formally present their case.

2.5. All parties involved will receive a written statement of the outcomes, of all meetings conducted throughout the process, including reasons for the decision.

2.6. All documentation relating to the complaint/ complaints / appeals will be archived for audit purposes.

2.7. Should the issue still not be resolved to the student's satisfaction, Pines Learning will make arrangements for an independent external person to resolve the issue. External authorities could include the Human Rights and Equal Opportunity Commission or a peak body for Adult Community Education such as ANHLC and/or AceVic.