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1. Policy

The complaints and appeals process outlined in this document is followed for all existing, previous and prospective students participating in any course.

2. Procedure

Despite all efforts of PeoplePlus to provide satisfactory services to its students, complaints may occasionally arise that require formal resolution. The following procedures provide students the opportunity to have any issues relating to a substantiated complaint, or appeal regarding academic or non-academic matters, to be resolved and resolutions reached that attempt to satisfy all parties involved. There is no cost for the complaints process unless it is referred to a third party.

3. Complaints

Any existing, previous and prospective student or third party may submit a formal complaint to PeoplePlus with the reasonable expectation that all complaints will be treated with integrity and privacy. There are two ways to resolve complaints.

Informal process
Formal process

INFORMAL



Where possible all non-formal attempts shall be made to resolve the complaint in the first instance. This may include advice, discussions, and general mediation in relation to the issue. Any staff can be involved in this informal process to resolve issues but once a student has placed a *formal* complaint / appeal formal procedures delineated on next page must be followed.

FORMAL

Step 1: A student wishing to submit a formal complaint can do so by completing the 'Compliments, Complaints and Comments Form' and state their case. This form can be accessed by contacting PeoplePlus, on our website at www.peopleplusaustralia.com.au (under Complaints and Appeals Policy); or by asking a staff member to download from our intranet system- Cruse.

- Complaints are to include the following information:
 - Submission date of complaint
 - Name of complainant
 - Nature of complaint
 - Date of the event which lead to the complaint
 - Attachments (if applicable)
- The form can be submitted by:
 - Email to feedback@peopleplusaustralia.com.au
 - Submitting in person to reception at any of our branches listed in student handbook
 - Post to Level 6,22 William Street, Melbourne, VIC 3000

Note: All correspondence should be addressed to: **Attn: PeoplePlus - Complaints Department**

Step 2: All formally submitted complaints or appeals are received by our centralised complaints handling division, added to the continuous improvement register and then forwarded to the relevant staff member- either the National Training Manager (NTM); or State Training Coordinator (STC). It is their responsibility to deal with the complaint in the first instance. Any complaints they are not authorised to resolve will go to the General Manager for follow-up and resolution. (E.g. if a staff member needs to be reprimanded, or a refund for a completed course is requested) If the complaint is about NTM or STC, this will be escalated to GM immediately.

Step 3: The complainant will receive acknowledgment letter/email within **10 working days** upon receipt of the complaint by the National Training Manager, State Training Coordinator and/or General Manager, and will keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint. PeoplePlus will endeavour to resolve all complaints within 30 days

Step 4: When a decision has been reached the Complainant will be informed of the decision or outcome that is concluded in writing and shall also be notified that they have the right of appeal. To appeal a decision PeoplePlus must receive, in writing, grounds of the appeal. Please refer to the appeals procedure below for further detail.

Step 5: The State Training Coordinator and/or General Manager will ensure that S will PeoplePlus act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the student, PeoplePlus must immediately implement any decision and/or corrective and preventative action that are required, and advise the student of the outcome.

4. Appeal Process

All students have the right to appeal decisions made by PeoplePlus where reasonable grounds can be established.

- To activate the appeals process the student is to complete an ‘Appeals Form’ and clearly state the reason why student is not satisfied with the outcome. The complainant needs to complete this form.
- This form can be accessed on our website at www.peopleplusaustralia.com.au (under Important Policies); or by asking a staff member to download from our intranet system- Cruse; or requesting on feedback@peopleplusaustralia.com.au. All formally lodged appeals will receive an acknowledgement letter/email within 10 working days upon receipt of compliant. PEOPLEPLUS will endeavour to resolve all complaints within 30 days.
- The General Manager may organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate. The student will have the right to appoint an independent nominee to attend all discussions. This may be by phone, skype or face to face.
- In the event that a complaint or appeal (including any review process) takes more than 30 days to finalise, complainants will receive written correspondence explaining the delay.

The areas in which a student may appeal a decision made by PeoplePlus may include:

APPEALING A DECISION	
Assessment	<ul style="list-style-type: none"> • Notify your Assessor in the first instance and try to resolve the issue in an informal manner. The Assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The assessor will complete a written report regarding the re-assessment outlining the reasons to the General Manager. The appeal will be entered into the ‘CA&I Reporting Register’. • Lodge an appeal by submitting a written letter outlining their reasons for the appeal, if still unsatisfied with the decision. • The General Manager may indicate the assessment decision stands or request for a possible re-assessment by a ‘third party’. The third party shall be another assessor appointed by PEOPLEPLUS. • The student shall be notified in writing of the outcome with reasons for the decision. If not satisfied, student shall be provided the option of seeking the external appeals channel. Notify PEOPLEPLUS if student wish to proceed with the external appeals channel.
Decision that is made after a complaint has been dealt with by PeoplePlus in the first instance	<ul style="list-style-type: none"> • Contact General Manager/National Training Manager and try to resolve the issue in an informal manner. • If not satisfied, lodge an appeal and notify PEOPLEPLUS in writing within 20 working days outlining the grounds of the appeal. Attach any supporting documentation. • The student shall be notified in writing of the outcome with reasons for the decision within 3 working days. If not satisfied, student shall be provided the option of seeking the external appeals channel. Notify PEOPLEPLUS if student wishes to proceed with the external appeals channel.
PEOPLEPLUS initiated deferral, suspension, or cancellation decisions	<ul style="list-style-type: none"> • Contact Trainer/ Skills Coordinator and try to resolve the issue in an informal manner • If not satisfied, lodge an appeal and notify PEOPLEPLUS in writing within 20 working days outlining the grounds of the appeal. Attach any supporting documentation. • The student shall be notified in writing within 3 working days of the outcome with reasons for the decision. If not satisfied, the student shall be provided the option of seeking the external appeals channel. Notify PEOPLEPLUS if student wish to proceed with the external appeals channel.

External independent/Third party Mediator

If a student disagrees with the outcome of the appeal, they can request mediation through external independent/third party mediator listed below:

National Training Complaints Hotline - 133873

Dispute Resolution Centre of Victoria - Dispute Assessment Officer
Level 4, 456 Lonsdale Street
Melbourne VIC 3000
Ph.: (03) 9603 8370
<http://disputes.vic.gov.au/>

Australian Skills Quality Authority (ASQA) - GPO Box 9928, Melbourne, VIC, 3001
Ph.: 1300 701 801
Email: enquiries@asqa.gov.au
Website: www.asqa.gov.au
www.asqa.gov.au/complaints/

Where a decision or outcome is in favour of the student, PeoplePlus shall follow the required action and recommendation from the third party mediator to satisfy the student's appeal as soon as practicable.

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6. Ownership

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7. Disclaimer

This Policy and Procedure document is designed to assist employees of PeoplePlus in performing their duties and responsibilities, and otherwise to set out general information in relation to certain subjects.

PeoplePlus Education (TOID 4011) –
Complaints and Appeals Policy

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