

WI 907

P-E HANDLEY-WALKER COMPLAINTS & APPEALS POLICY AND PROCEDURE

Policy

- all prospective trainees will be provided with a copy of the Complaints & Appeals Policy and Procedure document
- all complaints or appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution
- all parties will have a clear understanding of the steps involved in the complaints and appeals procedure
- learners will be provided with details of external authorities they may approach, if required
- all complaints and appeals will be managed fairly and equitably and as efficiently as possible
- **P-E Handley-Walker** will resolve any complaints and appeals fairly and equitably within five (5) working days.

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

The policy provides an avenue for most complaints and appeals (including appeals for reassessment) to be addressed. However in some cases alternative measures may need to be explored.

P-E Handley-Walker will encourage the parties to approach a complaint or appeal with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties.

Complaints and Appeals Procedure:

The complaints and appeals procedures relating to the delivery of training and/or the assessment involves the following:

- the learner initiating discussion with the relevant trainer/assessor about the complaint or appeal, or with a director of P-E Handley-Walker.
- the complaint or appeal shall be heard by a mutually agreed independent person. This person(s) shall have a suitable background with which to determine a reasonable outcome
- An agreed time and place shall be determined between the learner and the P-E Handley Walker trainer/assessor for presentation of the case.
- the complaint and outcomes [including any appeal] shall be documented on a Non-conformance report [PEF 1301A](#), as per [PEMP 1301 Control of Nonconforming Product or Service](#)
- a written statement of the outcome including reasons for the decision shall be given to the learner.
- if it is unable to be resolved at this level, the complaint or appeal can then be referred to the Directors of P-E Handley Walker (refer PEMP 905 Code of Practice)

- Where the **P-E Handley-Walker** Director considers more than 60 calendar days are required to process and finalise the complaint or appeal, the **P-E Handley-Walker** Director:
 - a) informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
 - b) regularly updates the complainant or appellant on the progress of the matter.
- **P-E Handley-Walker:**
 - a) securely maintains records of all complaints and appeals and their outcomes; and
 - b) identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.
- If the complaint or appeal is still unresolved, it may be referred to an independent arbiter.