



WEMAC Training Solutions

COMPLAINTS AND APPEALS POLICY & PROCEDURE

WEMAC Training Solutions (WTS) management shall ensure that all complaints and appeals are dealt in accordance with the principles of natural justice and procedural fairness. This policy and procedure outlines the management process undertaken by WTS for receiving and responding to complaints or appeals in a timely, fair and transparent manner.

SCOPE

This policy applies to students, members of the public affected by the actions of WTS, staff of WTS and any third parties acting on behalf of WTS.

POLICY

WTS provides a system for the receiving and managing of complaints or appeals which are publicly accessible, easily understood and embraces the principles of fairness and transparency throughout all stages of the process.

Where reasonably practicable, resolution of complaints and appeals will be resolved in the earliest possible time frame.

All complaints and appeals will be acknowledged in writing within 7 working days of receipt and outline the actions or investigations to be taken.

The Complainant will have the opportunity to meet with WTS's director or representative and present their case. A support person is welcome to attend the meeting with the complainant.

All complaints or appeals will be dealt with in a sensitive and fair manner. The decision regarding the outcome of any complaint or appeal will be communicated in writing. All complaints and appeals will, where practicable be finalised within 30 days from receipt.

Where a resolution is unable to be achieved a third party will be engaged to conciliate. Any cost of the engagement for the third party will be made available to the Complainant at this stage.

COMPLAINTS

A complaint is any expression of dissatisfaction with an action, product or service of WEMAC Training Solutions ("WTS").

Matters about which complaints may be made include, but are not limited to:

- Information provided to clients by WTS
- Delivery of training by WTS
- The behaviour of WTS staff or trainers
- Student behaviour
- Assessment methods or processes
- Facilities or premises
- Record keeping
- Qualification / statements of attainment that have been issued / not issued
- Training and assessment resources

APPEALS

An appeal is where a person is dissatisfied with a decision made by WTS personnel and would like the decision to be reviewed.

Appeals typically relate to an assessment decision made by WTS trainers / assessors. Appeals against assessment decisions are considered against the assessment principles of validity, reliability, fairness and flexibility.

Who can make a complaint or appeal?

A **compliant** or **appeal** may be lodged by:

- Any WTS client, including students
- A person representing a student
- WTS staff members
- Industry personnel
- Other members of the community

How Can I Make a Complaint?

COMPLAINT PROCESS

The procedure for making a complaint is described below:

1. Discuss your issue / concern with:
 - The WTS staff member involved, and/or
 - A WTS Training advisor, and/or
 - The WTS Administration Team

If this person is unable to resolve the issue / concern, they may refer you to another WTS staff member who is able to help.

2. If the complaint is not resolved to your satisfaction and you wish to take it further, put your complaint in writing on WTS's **Complaints and Appeals Form**. This form can be downloaded from the WTS website, printed out or emailed on request. Copies of the form are also available from the WTS administration office.

Please contact WTS Administration if you require assistance to access a copy of this form.

The completed form may be submitted by email, mail or by hand, and should be marked for the attention of the Private and Confidential - Director of WEMAC Training Solutions.

3. The WTS Director will acknowledge the receipt of your complaint in writing within 7 days of receiving it and will begin an investigation. The investigation may include:
 - Speaking with you about the complaint or appeal
 - Speaking with the person / people to whom the complaint relates to
 - Speaking with your supervisor or a representative from your organisation (particularly in cases where training provided to you by WTS was funded by your employer)
 - Seeking external advice

The Director will ensure that the investigation is fair and unbiased, and that those involved are given an opportunity to present their side of the matter.

4. The WTS Director will advise you, in writing, of the outcome of the investigation.

Where possible, this will be done within 30 days of receiving the complaint in writing. If additional time is needed, the Director will inform you in writing and will provide you with reasons why additional time is needed. The Director will also provide you with regular updates on the progress of the investigation.

5. If you are not satisfied with the outcome of the investigation and you wish to take it further, you must request the WTS Director to arrange for an independent mediator to become involved. The request must be made in writing.
6. If you are not satisfied with the outcome of the independent mediation, you may refer the matter to the Training Accreditation Council (TAC) complaint team. Details about how to lodge a complaint with TAC can be obtained from the TAC website.

How Can I Make an Appeal?

Appeals Process

The procedure for making an appeal described below:

1. Discuss the decision with the person who made it, and ask them to explain the reasons for their decision.

2. Should you remain dissatisfied with the decision, politely request the person who made the decision to review it.

As part of this process, they may decide to review the information on which their decision was based and discuss their decision with other WTS personnel, including the WTS Director or Quality Manager.

A WTS representative, in most cases the person who made the original decision, will advise you of the outcome of the review.

3. If the matter is not resolved to your satisfaction and you wish to take it further, put your appeal in writing on WTS's **Complaints and Appeals Form**. This form can be downloaded from the WTS website, printed out or emailed on request. Copies of the form are also available from the WTS administration office.

Please contact WTS Administration if you require assistance to access a copy of this form.

The completed form may be submitted by email, mail or by hand, and should be marked for the attention of the Director of WEMAC Training Solutions.

4. The WTS Director will acknowledge the receipt of your appeal in writing within 7 days of receiving it and will begin an investigation. The investigation may include:
 - Speaking with you about the decision and giving you the opportunity to formally present your case
 - Discussing the decision with the person who made the decision
 - Seeking the advice of other WTS personnel (e.g., a trainer / assessor of the WTS Quality Manager)
 - Speaking with your supervisor or a representative from your organisation (particularly in cases where training provided to you by WTS was funded by your employer)
 - Seeking external advice (e.g., from a VET consultant or an independent assessor)

The Director will ensure that the investigation is fair and unbiased, and that those involved are given an opportunity to present their side of the matter.

5. The WTS Director will advise you, in writing, of the outcome of the investigation.

Where possible, this will be done within 30 days of receiving the appeal in writing. If additional time is needed, the Director will inform you in writing and will provide you with reasons why additional time is needed. The Director will also provide you with regular updates on the progress of the investigation

6. If you are not satisfied with the outcome of the investigation and you wish to take it further, you must request the WTS Director to arrange for an independent assessor to become involved. The request must be made in writing.

The WTS Director will then contact an independent assessor and request a quotation for their services, and will then provide these details to you in writing.

If you wish to proceed with independent assessment, you must advise the WTS Director in writing and you will need to pay half of the independent assessment costs.

7. If you are not satisfied with the outcome of the independent assessment, you may refer the matter to the Training Accreditation Council (TAC) complaint team. Details about how to lodge a complaint with TAC can be obtained from the TAC website.

All records of complaints and appeals, including all steps taken and correspondence/recordings entered into, will be kept on file and entered into the applicable Complaints or Appeals Register.

Feedback regarding the complaint and appeals process will be sort from complainant for further continuous improvement.

Director's Signature: 

Date: 01/01/2024