

UNITY TRAINING SERVICES COMPLAINTS AND APPEALS

Policy

The complaints and appeals policy of Unity Training Services shall ensure that all complaints are dealt with in a constructive and timely manner. All complaints and appeals shall be reported in the fortnightly management meeting and 'Stakeholder feedback forms' shall be raised detailing the actions required to arrive at satisfactory resolve of each complaint and grievance.

Complaints and Appeals Procedures

Staff members

- On receiving a complaint all Unity Training Services staff shall advise the complainant that their complaint will be reported to the next management meeting, regardless of the staff member's perception of the importance of their complaint.
- The staff member must also advise the complainant that their complaint, if not satisfactorily answered by the management meeting and its representative, may result in a request for an 'independent adjudicator'.
- The staff member shall raise a Stakeholder feedback form to identify the complainants' grievance in an accurate manner, providing the same to the next scheduled management meeting.

Assessment Appeals

- Appeals by students regarding an assessment result should in the first instance be raised with the trainer/assessor for further advice.
- All assessment appeals raised by a student will be treated as a complaint and will require that a Stakeholder feedback form be completed by Unity Training Services Staff identifying the complainant and their assessment appeal details providing the same to the next scheduled management meeting. (Students may also direct assessment appeals in writing to the Unity Training Services Training Manger)

Training Manager / Management meeting

- On receiving a Stakeholder feedback form detailing a grievance, the Training Manager and CEO shall discuss the nature of the complaint and the appropriate cause of action to satisfy the complainant's grievance.
- The Training Manager shall complete the Stakeholder feedback form recording the proposed solution and advise the complainant of the proposed solution.
- The advice to the complainant shall include information and procedures concerning the complainants' right to appeal the proposed solution and request for an independent adjudicator.
- In the event of the complainant reporting that they are dissatisfied with the proposed solution the Training Manager and CEO shall advise the complainant that an independent adjudicator shall be sought to consider the nature of the complaint and a possible further resolution.
- The selection of an independent adjudicator shall be managed by the Training Manager and CEO by mutual agreement with the complainant.

- All independent adjudicator outcomes will be reported to the next scheduled management meeting documented within the minutes and filed for future reference.
- All independent adjudicator outcomes will be communicated to the complainant in a timely manner.

Independent Adjudicator

- On the receipt of the original Stakeholder feedback form and an independent adjudicator form, the Independent adjudicator shall contact the complainant to arrange a satisfactory time to meet and discuss the grievance in question.
- The outcome of the arranged meeting between the complainant and the independent adjudicator shall be communicated in writing to the next scheduled meeting of Unity Training Services management.
- There shall be no fee for service provided to the independent adjudicator except where travel or office expenses are encountered.