



FGM Consultants Pty Ltd

Complaints and Appeals

Policy and Procedures



Each complaint or appeal and its outcome must be recorded in writing. Each appellant must be afforded the opportunity to formally present their case and receive the outcomes in writing.

FGM 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, FGM acknowledge the need for an appropriate external and independent person or panel mediate between the parties. ***The independent person appointed by FGM Consultants is Peter Campbell, Managing Director of P. J. Campbell.***

1. Complaint associated with trainee assessment results:

The trainee complaint/appeals procedures relating to the delivery of training and/or the assessment of training outcomes, involves trainees initiating the following process:

- discussion with relevant trainer/trainee about grievance
- if the complaint cannot be resolved, an appeal can be instigated.

The appeal will be heard by an independent person or panel

Where appropriate, initial assessments may be reviewed and/or alternative assessment methods identified.

2. Complaint between trainees and trainers:

The trainee should endeavour to resolve the complaint by discussing the matter with the trainer. If an appropriate outcome is not achieved, the appeal will be heard by an independent person.

FGM Consultants will act upon the subject of any complaint found to be substantiated.

COMPLAINTS AND APPEALS

Procedures: The Training Manager has been assigned the responsibility of managing all client complaints and appeals.

The staff member develops a company Complaints/Appeal Register which will allow identification and detail of the following issues:

- Identify who heard the appeal
- Date of notifying appellant of outcome
- Submission date of complaint
- Nature of complaint
- Date/s when cause of complaint occurred
- Attachments (if applicable)
- Determined resolution

- Date of resolution
- If the complaint or grievance has been conveyed by a student/trainee to the Department of Innovation, Industry and Development (DIIRD) the staff member is to fairly and equitably resolve the complaint within 5 working days.

Complaints:

All complaints should be approached with an open view and to attempt to resolve problems through discussion and conciliation with appropriate personnel.

Procedures:

- The assigned FGM staff member is to issue a copy of the company Complaint and Appeal Policy and Procedure to all employees/clients
- The FGM staff member documents any written complaint in the Complaints/Appeals Register.
- FGM staff member contacts and arranges for an appropriate external and independent person or party to hear the complaint. Please refer to list of potential independent person/parties found at the end of this policy.

Appeals Procedure:

- Upon resolution of a complaint, the student client/student may wish to dispute the outcome of a resolution/assessment and seek a reassessment. All appeals are requested to be submitted in writing.
- If the appeal is in respect of an assessment, the FGM staff member arranges for a reassessment to occur within a reasonable time frame by an independent third party assessor and to enable the appellant to formally present his/her case. This is designed to ensure fairness and consistency and underpins the continuous improvement process.
- If the appeal is to dispute the outcome of a complaint, other than an assessment, the FGM staff member consults with the CEO and the appeal will be scheduled to be heard by an independent person or panel inviting the appellant to formally present his/her case. (Peter Campbell)
- Upon a decision being made, the FGM staff member arranges for the appellant to be provided with a written statement of the appeal outcomes, including reasons for the decision. All decisions are to be documented by the staff member in the Appeals Register.
- All substantiated complaints and appeals must be acted upon in a timely manner and all decisions must be provided in writing.

Timeline for Complaint Handling

1. Complaint is acknowledged in writing by FGM to the trainee within 2 working days of receipt
2. Complaint is investigated by FGM and the trainee is contacted in writing with the results within 7 working days
3. Complainant has 7 working days to respond to FGM to confirm if they are satisfied/dissatisfied with the result of the complaint investigation

4. If the trainee decides to appeal, FGM will engage the Independent Third Party within 2 working days
5. Independent Third Party adjudication results must be provided to FGM and the trainee within 10 working days of receipt of the complaint documentation
6. Where the appeals process is recognised as requiring more than 30 days to resolve, FGM will advise the complainant in writing as to why this is necessary. FGM will also regularly update the complainant on the progress of their matter.

If a complaint remains unresolved, a trainee or employer may escalate their complaint to the VRQA or the National Complaints Hotline.

VRQA: <http://www.vrqa.vic.gov.au/complaints/Pages/default.aspx>

National Complaints Hotline:

Phone: 13 38 73 – Monday-Friday 8am-6pm nationally (please select option 4)

Email: <https://docs.education.gov.au/node/40646>

 **FGM Student Complaint Form**

Section A: Contact Details of Student

Name: _____

Reg. No: _____

Course: _____

Contact Details: _____

Address: _____

Phone: _____

Email: _____

Signature: _____

Date: _____

OFFICE USE:

Received By: _____

Date: _____

Complaint No: _____

A copy of this form showing date of receipt must be given to the student.

Dispute heard by _____

Name: (please print)

Signed

Date

Section C:

To be completed by the Manager, Training and Education.

- a) Complaint Resolved / /
- b) Outcome Implemented/Notice of finding given to appellant in writing / /
- c) Student satisfied with outcome / /
- d) Recorded as completed in Complaints Register / /

Signed: _____

Name: _____

Date: _____

 **FGM Client Complaint Form**

Section A: Contact Details of Client

Name: _____

Contact Details: _____

Address: _____

Phone: _____

Email: _____

Signature: _____

Date: _____

OFFICE USE:

Received By: _____

Date: _____

Complaint No: _____

A copy of this form showing date of receipt must be given to the client.

Dispute heard by _____

Name: (please print)

Signed

Date

To be completed by the Manager, Training and Education.

- d) Complaint Resolved / /
- e) Outcome Implemented/Notice of finding given to appellant in writing / /
- f) Student satisfied with outcome / /
- d) Recorded as completed in Complaints Register / /

Signed: _____

Name: _____

Date: _____