

FEEDBACK, COMPLAINTS and APPEALS HANDLING POLICY and PROCEDURE

This document sets out Key 2 Learning College’s policy and procedure for dealing with individual cases of dissatisfaction raised by an employee, student or client. Feedback, Complaints and Appeals may be lodged by employees, students and clients. This policy also pertains to employees, students and clients who feel they are victim of harassment, bullying or discrimination.

The policy component of this document is designed to ensure that Key 2 Learning College responds effectively to any appeals or complaints that are lodged while the procedure component sets out the steps that an individual who has a grievance should take to have the matter addressed. The procedure component aims to ensure effective management and processing of all appeals and complaints.

POLICY

At Key 2 Learning College we are committed to providing a pleasant and safe work environment for all employees, students, clients and visitors. We acknowledge, however, that things do not always go smoothly, and that employees, students and clients can sometimes feel aggrieved about things that are happening. An employee, students or client may have a grievance about a decision, behaviour, act or omission (whether by management or other staff) that they feel is unfair, discriminatory or unjustified; and a client may have an appeal or complaint about information or a service with which they have been provided.

Key 2 Learning College is committed to securing and reviewing feedback and advice, whether ideas for improvement, comments, compliments or complaints, from our employees, students and other stakeholders. You can provide your feedback or complaint verbally or in writing at any time to a member of the Key 2 Learning staff.

A student may have a grievance about a decision made against them for an assessment submission or RPL/CT application. All students are given a copy of the Student Handbook and access to the Key 2 Learning College website where they will find information on the procedure to follow to make their appeal, feedback or complaint.

Key elements

The following are the key elements of the Key 2 Learning College appeal, feedback and complaints handling policy:

- *Impartiality* – if a appeal or complaint is made, it will be investigated in a fair and impartial manner. No judgements or assumptions will be made and no action will be taken until the

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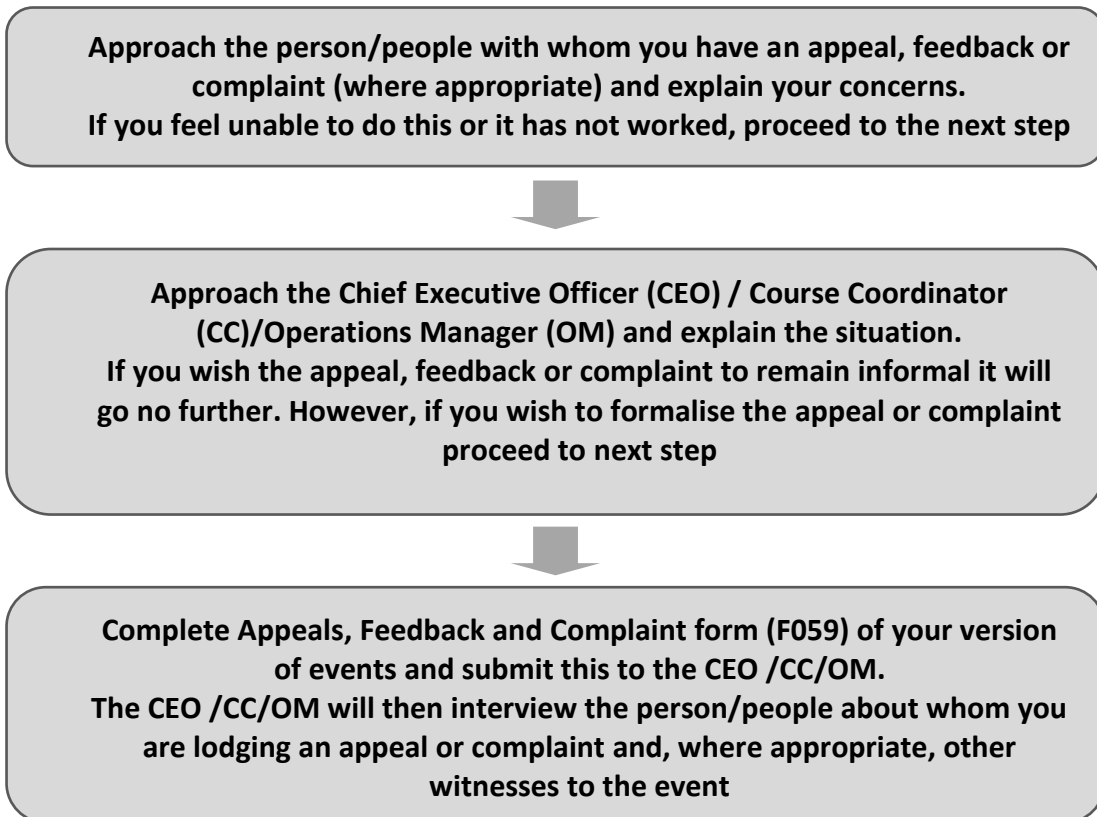
investigation is complete. If a complaint is made against an employee, their rights will be protected and they will be given an opportunity to give their side of the story

- *Confidentiality* – the appeal or complainant may feel secure that Key 2 Learning College will maintain the level of confidentiality that the complainant requires
- *Victimisation* – management will make every endeavour to ensure that a complainant is not victimised in any way. If any form of victimisation does occur, appropriate action will be taken
- *Timeliness* – each appeal or complaint will be dealt with immediately and finalised within as short a time period as possible. Every endeavour will be made to ensure that all complaints are finalised within two weeks.

PROCEDURE

This procedure sets out the steps individuals should take if they wish to lodge an appeal or complaint.

If you have an Appeal, Feedback or Complaint:



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After all information is reviewed, appropriate action will be taken by the CEO or OM.

This action may be advising the complainant that the following actions would be taken against the perpetrator:

- **No action is required and will not be taken**
- **Action will be taken in the form of a verbal warning**
- **Action will be taken in the form of a written warning**
- **Action will be taken in the form of dismissal**



If required, appropriate provision of rehabilitation facilities for all employees, students or clients who have suffered illness or injury (physical or mental) that might affect their ability to effectively perform their usual work tasks without risk to themselves or others.

This will be coordinated by the OM in conjunction with the complainant

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For Students - RPL and CT

If a student is unhappy with the outcome of the application result, they are to email Key2Learning at office@key2learning.edu.au stating the reason why they wish to make an appeal or complete the Appeals, Feedback and Complaint form (F059) within 7 days of receiving their result. Within 7 days of receiving a formal appeal, Key2Learning will via email acknowledge that they have received the appeal and outline the next steps. Students will be notified in writing of the outcome of the appeal (outcome notification) within 10 working days from the date the appeal was initially received.

If the student is dissatisfied with the outcome, they can ask for their case to be reviewed by an independent party. This review will occur within 14 working days of the date of outcome notification. In these instances, Key2Learning will organise for an independent party to review the appeal and where required mediate a resolution.

If after the independent review you are still dissatisfied with the outcome, you can lodge a complaint with your local state and territory consumer protection agency, Australian Competition and Consumer Commission or Industry ombudsmen or Independent Tertiary



Smart and Skilled:

If students feel matters are unresolved to their satisfaction and wish to inform a third party, they should contact the NSW Department of Education and Communities Consumer Protection Unit for Students. They can do so at: <https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>



ACT Funded Training:

If students feel matters are unresolved to their satisfaction and wish to inform a third party, they should contact the ACT Directorate. They can do so at: skills@act.gov.au

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For Students - Assessment Appeals:
 Key 2 Learning College makes all reasonable efforts to ensure that assessments are objective, without bias against the student, and are valid in terms of ensuring they meet the learning outcomes. However, all students have the right to appeal assessment outcomes.

Students can make an appeal against an assessment decision or the assessment process. To do so, we ask that you lodge the appeal within 28 days of the unfavourable decision.

To make an:
Informal appeal
 Students are encouraged to speak with your trainer/assessor in the first instance

Formal appeal
 Students are to email Key2Learning at office@key2learning.edu.au stating the reason why you wish to make an appeal. Within 7 days of receiving a formal appeal, Key2Learning will via email acknowledge that they have received the appeal and outline the next steps. You will be notified in writing of the outcome of the appeal (outcome notification) within 10 working days from the date the appeal was initially received. Where Key2Learning considers more than 60 calendar days are required to process and finalise the 'appeal', they will inform you in writing as to why this is required and provide you with regular progress updates. If you are dissatisfied with the outcome, you can ask for your case to be reviewed by an independent party. This review will occur within 14 working days of the date of outcome notification. In these instances, Key2Learning will organise for an independent party to review the complaint and where required mediate a resolution. If after the independent review you are still dissatisfied with the outcome, you can lodge a complaint with your local state and territory consumer protection agency, Australian Competition and Consumer Commission or Industry ombudsmen or Independent Tertiary Education Council Australia.

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Key 2 Learning College will keep evidence and a log of appeals, feedback or complaints received, how the matter was dealt with, action taken to deal with the issue and recorded in the Continuous Improvement Tracker and Appeals and Complaints Lodged Forms folder.
K2L will show that it has identified the cause of the appeal or complaint and what steps it has taken to prevent the situation happening again.

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