

### **Complaints Process**

Lennox Institute views resolution of a constructive and valid complaint as a way improving our organisation. We will adhere to the National Complaints Code to respond to complaints about vocational education and the organisation itself. This means we take action on all validated complaints and that our complaints investigation process will be:

- well publicised and explained;
- accessible so you can lodge complaints by phone, electronically or in writing;
- fair and protect your rights;
- free so you can lodge a complaint without charge;
- handled in a manner that protects your privacy;
- transparent, equitable, objective and unbiased;
- comprehensive so that it effectively resolves a variety of complaints such as student dissatisfaction, assessment outcomes, poor service, fraud, misconduct etc;
- implemented effectively and efficiently to ensure complaints are resolved within an acceptable timeframe;
- monitored, recorded and reported to the appropriate people; and
- an input or trigger point to our continuous improvement process.

Lennox Institute will commence the complaints process with 10 working days of a formal lodgement of the complaint and supporting information. All reasonable measures are taken to finalise the process as soon as practicable.

Where verbal complaints regarding vocational education are received, they can be discussed with the trainer and preferably resolved. Complaints about the organisation can be directed to the Chief Executive Officer.

If the complaint is not resolved then the complaint is documented by the complainant onto the Complaints and Appeals Form. Student complaints are submitted to the Training Co-ordinator who advocates on behalf of the student in resolving this complaint.

The Training Co-ordinator liaises with the Director of Finance and Operations who advocates on behalf of the organisation. Regardless of this, any complainant has the right to have their version of events heard in the resolution negotiation and have an independent advocate present.

Written student and staff complaints, irrespective of the nature of the complaint, are advised to the Chief Executive Officer by the Director of Financial and Operations.

The Training Co-ordinator records the details of a complaint onto an Improvement Request (Form 13) and advises the Chief Executive Officer of the complaint being resolved as appropriate.

Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant. The details will state the outcomes and reasons for the decisions made.

Where the complainant is not satisfied with the outcome, the matter may be referred to the Chief Executive Officer or other independent mediator such as the local Community Justice Centre for review. The Chief Executive Officer will investigate the complaint fairly and objectively and detail the investigation in writing for the complainant. The details will state the outcomes and reasons for the decisions made.

The Chief Executive Officer will close out the improvement request when the complaint has been resolved to the satisfaction of both parties.

A copy of the all documentation, in particular the complaint and the outcome, is placed in the student's file, staff file or Continuous Improvement Register as appropriate.

Where the resolution requires a documented change to policies and procedures, the Administration Officer notifies the Chief Executive Officer and Director of Finance and Operations of the change to ensure that the procedure for document change as listed in Procedure 1.2: "Document Control" is followed with the appropriate records made.

## **COMPLAINTS AND APPEALS INFORMATION**

In the event that a complaint is substantiated, Lennox Institute will take prompt and appropriate action to resolve the circumstances.

Complaints cannot be anonymous because this is considered unfair as ongoing discussion cannot take place to resolve the issue between both parties.

Information submitted to a trainer or any staff member is treated with respect and taken as an opportunity to improve the organisation's practices and Management System. Privacy requirements and student/individual rights are maintained.

If the student chooses to access our complaints and appeals processes, Lennox Institute will maintain the student's enrolment while the complaints and appeals process is ongoing.

## COMPLAINTS AND APPEALS INFORMATION

### Assessment Appeals Process

Lennox Institute maintains a supportive and fair environment, which allows training participants to appeal their assessments or recognition decisions. Ideally appeals will be lodged within one week of being notified of the assessment decision or within 4 weeks of the assessment date, whichever is longer. The appeals process will commence within 10 working days of the formal lodgement of the appeal and supporting information. All reasonable measures are taken to finalise the process as soon as practicable.

Appeals are ideally resolved as amicably as possible using this formal appeal process.

We will adhere to the National Complaints Code to respond to appeals of assessment about vocational education. This means that our appeals process will be:

- well publicised and explained;
- accessible so you can lodge complaints by phone, electronically or in writing;
- fair and protect your rights;
- free so you can lodge a complaint without charge;
- handled in a manner that protects your privacy;
- transparent, equitable, objective and unbiased;
- comprehensive so that it effectively resolves a variety of complaints such as student dissatisfaction, assessment outcomes, poor service, fraud, misconduct etc;
- implemented effectively and efficiently to ensure complaints are resolved within an acceptable timeframe;
- monitored, recorded and reported to the appropriate people; and
- an input or trigger point to our continuous improvement process.

Students must in the first instance discuss the assessment outcomes with the relevant Trainers/ Assessors.

If this does not resolve the matter, or if the Trainers/ Assessors is an active respondent to the appeal, then the appeal is put in writing using Appeals Information Form (Form 08) and submitted to the Training Co-ordinator.

The Training Co-ordinator records the Student's dispute on an Improvement Request (Form 12) and the dispute is recorded in the Register of Continuous Improvement (Form 11) by the Training Co-ordinator with written notification included on the student's file.

The Administration Officer assembles the following information or documents for the appeal:

- Past Student record;
- Attendance registers;
- Assessment tools and assessment data; and
- Any other supporting documents.

The appellant may deliver their own version of the problem to the Training Co-ordinator and request a support person be present.

The matter should then consider the issues raised and attempt to resolve the appeal to the satisfaction of the appellant. All appeals that are found to be proven (ie against the Institute) must be acted upon through the continuous improvement process to make systematic changes to prevent the recurrence of this as a problem again.

If this does not resolve the matter, the appeal may be heard by the Chief Executive Officer who is considered an independent mediator. The appellant may deliver their own version of the problem and request a support person be present.

## COMPLAINTS AND APPEALS INFORMATION

*NOTE: If the Chief Executive Officer is deemed unacceptable to the Student, the local Community Justice Centre may be used.*

The matter should then consider the issues raised and attempt to resolve the appeal to the satisfaction of the appellant. All appeals that are found to be proven (ie against the Institute) must be acted upon through the continuous improvement process to make systematic changes to prevent the recurrence of this as a problem again.

The submission and the final outcome of the appeal is recorded and communicated to all parties in writing. The communication must contain the outcome of the appeal and the reasons for the decisions made. A copy of the communication is placed in the student file.

No further appeal mechanism exists beyond this point in the process.

The submission and the final outcome of the appeal must be recorded and communicated to all parties in writing. The communication must contain the outcome of the appeal and the reasons for the decisions made.

### **Community Justice Centre**

Community Justice Centres provide mediation services to the community to help people resolve their own disputes. Their service is located throughout NSW and is free, confidential, voluntary, timely and easy to use.

Telephone: (02) 8688 7455

Fax: (02) 8688 9615

Email: [cjc\\_info@agd.nsw.gov.au](mailto:cjc_info@agd.nsw.gov.au)

Street Address: Justice Precinct Offices - 160 Marsden Street, PARRAMATTA NSW 2150

Postal Address: LOCKED BAG 5111, PARRAMATTA NSW 2124

Website: <http://www.cjc.nsw.gov.au>



**COMPLAINTS AND APPEALS  
FORM**

Name: ..... Student ID Number .....

Address: .....

Telephone: .....

Course: .....

Date of Incident: ..... Date of Report: .....

Describe the nature of the complaint or appeal:

Describe efforts made to resolve the issue:

Signature: ..... Date: .....

<b>Office Use Only</b>		
Detail Action Taken:..... ..... ..... .....		
Improvement Request Raised: <input type="checkbox"/> Yes <input type="checkbox"/> No	Date IR Raised:	
IR Raised by:		
Signed:		Date:
IR Received by the Compliance Officer <input type="checkbox"/> Yes <input type="checkbox"/> No		Allocated IR N <sup>o</sup> :
Signature of the Chief Executive Officer:		Date: