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| Policy Name | Complaints and Appeals Policy and Procedure |
| Person Responsible | CEO, Committee of Management |
| Staff Involved | All staff, clients, Volunteers |
| Review Date | November 2019 |
| Related Documents | <p>Legislation: Education and Training Reform Act 2006 (Vic), Education and Training Reform Regulations 2017 (Vic), Privacy and Data Protection Act 2014 (Vic), Privacy Act 1988 (Cth), Charter of Human Rights and Responsibilities Act 2006 (Vic), Disability Act 2006 (Vic), Disability Regulations 2018, Equal Opportunity Act 2010 (Vic), Multicultural Victoria Act 2011 (Vic), Occupational Health and Safety Act 2004 (Vic), Health Records Act 2001 (Vic), Public Records Act 1973 (Vic), Racial and Religious Tolerance Act 2001 (Vic), Working with Children Act 2005 (Vic), Children, Youth and Families Act 2005 (Vic), Child Wellbeing & Safety Act 2005 (Vic), Racial Discrimination Act 1975 (Cth)</p> <p>Policies: Access & Equity Policy; OH&S Policy and Procedure, Complaint Form; Complaint Action Record; Appeal Form; Complaint's Register; Constitution, Child Safe Policy, Privacy Policy, Plagiarism and Cheating Policy & Procedure Policy Student Selection and Enrolment Victorian Training Guarantee Contract Compliance Complaints Management Guide.</p> |

Purpose

The Complaints and Appeal Procedures provide a guideline when having to deal with complaints. YCC has prepared these measures as a means to have problems experienced by a learner or a centre participant addressed immediately, effectively, professionally and confidentially. The policy and procedures provide an avenue for most complaints to be addressed. However, we are aware that in some cases alternative measures may need to be explored and therefore each case is addressed on its own merits.

Complaints

It is the YCC policy to encourage the parties to approach a complaint with an open view and to attempt to resolve the situation through discussion and conciliation. Where the complaint cannot be resolved amicably through discussion and conciliation, YCC recognises the need for an appropriate, external and independent agent to mediate between parties. All complaints will be recorded in writing together with the outcome and where the subject of a complaint is found to be substantiated, YCC will review relevant policies and procedures and implement changes where deemed appropriate.

Appeals

YCC has an appeals procedure for any decisions made by, or on behalf of, YCC. The Appeals procedure is to reassure students that any concerns about such decisions will be taken seriously, and handled professionally and confidentially in order to achieve a speedy resolution.

A student who wishes to register an appeal should undertake the following procedure:

- Discuss the appeal with your YCC contact staff member to better understand the nature of the assessment result or disciplinary action;
 - Should the appeal remain unresolved, or you would rather not discuss the appeal with staff member, you should contact the relevant coordinator.
 - At this stage, you must document an appeal in writing to facilitate a full investigation. Please note the Complaints and Appeals Form is available from the office.
 - All involved parties will be notified of the outcome in writing, including the reasons for a decision, within twenty business days of the Complaints and Appeals form being received by Yarraville Community Centre.
 - Should the appeal remain unresolved at this level, a client has the right to contact the CEO or Committee of Management.
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- If the appeal is for an assessment task either the trainer or Course Coordinator will provide you with an opportunity to resubmit the assessment task, which will be assessed by a different assessor.

If the complaint/grievance or appeal still exists, it can be referred to an appropriate external reference body:

Skills First students

Manager, Complaints Unit
VRQA, GPO Box 2317
Melbourne VIC 3001

SEE or AMEP students

The client may also contact the Commonwealth Ombudsman by one or more of the following:
Telephone on 1300 362 072;
Email at ombudsman@ombudsman.gov.au
Completing an online form at www.ombudsman.gov.au
Or in person at their office.

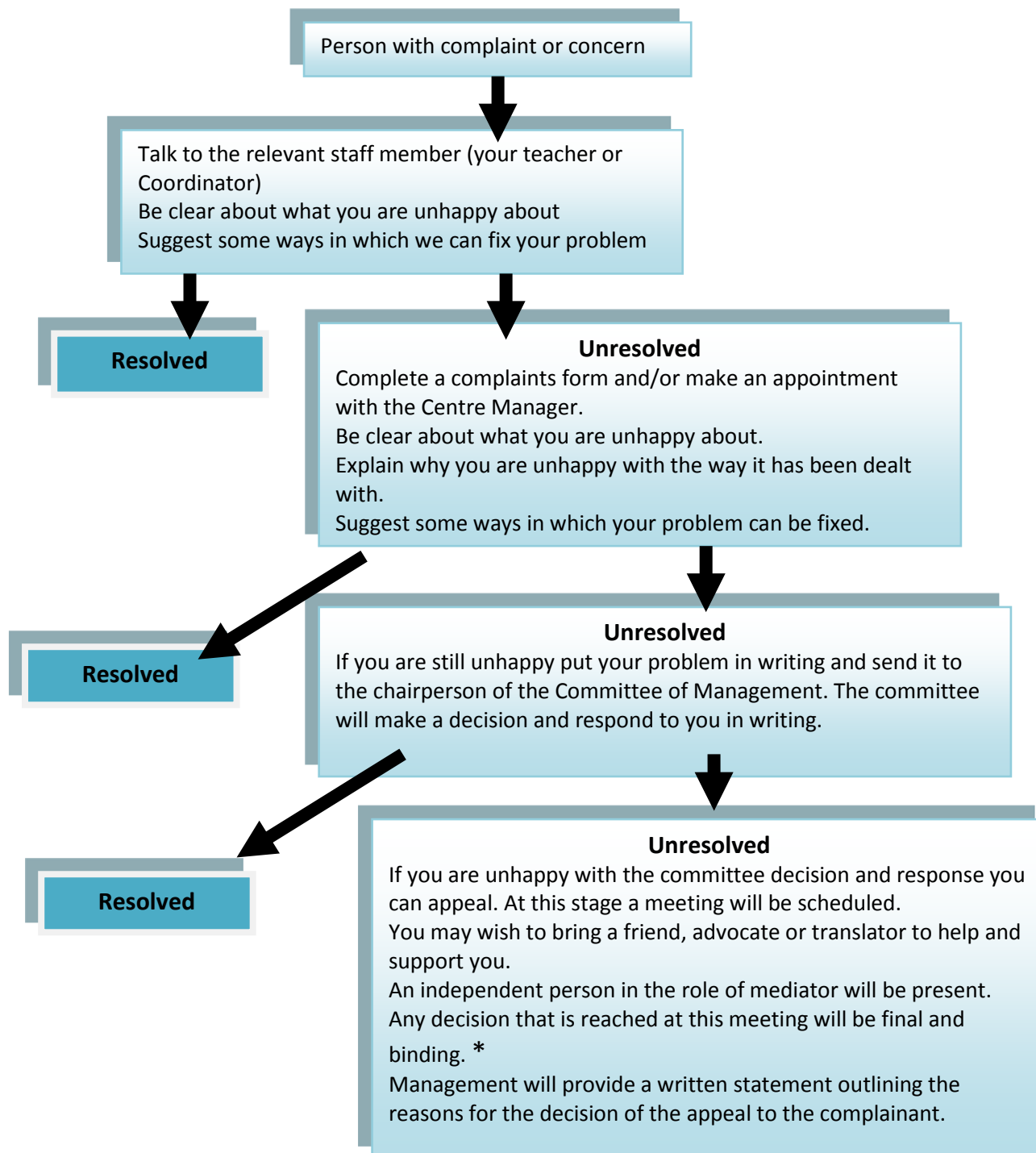
Parents with a child/ren in childcare may contact the Children's Services Adviser at: 8397 0246 Email: wmr.qar@edumail.vic.gov.au.

Other Centre users can contact the Victorian Equal Opportunity and Human Rights Commission Complaints Line, ph: 1300 891 848, website: <http://www.humanrightscommission.vic.gov.au/>, or Consumer Affairs Victoria Consumer Affairs Helpline, ph: 1300 55 81 81, website: www.consumer.vic.gov.au or the Dispute Settlement Centre Victoria at the Department of Justice, ph: 1800 658 528, website: www.justice.vic.gov.au/disputes

Procedure for handling complaints and appeals by Staff/Volunteer

If a staff member or volunteer has a complaint or appeal, the grievance policy or appropriate award is to be followed.

Complaints and Appeal Procedure for Clients



* If the complaint/grievance or appeal still exists, it can be referred to an appropriate external reference body:



Yarraville Community Centre Policy and Procedure Complaint Form

By filling in this form you will be lodging a formal complaint.

YCC deals with complaints in accordance with the requirements of the Information Privacy Act 2000 and treats all complaints as confidential.

We thank you for taking the time to notify us of your concern. We value your feedback and hope to be able to resolve your complaint as soon as possible.

A reply will be forwarded to you within 7 days.

Date _____ Verbal or Written

Name:

Received by:

Please detail your concern in full, giving as much detail as possible, include extra pages if necessary.

Signature

WE WILL BE IN CONTACT WITHIN 7 DAYS
THANK YOU

(This document forms part of the Complaints and Appeals Policy & Procedure)



COMPLAINT ACTION RECORD

Received by: _____ Complaint Number Issued:

Date: Given to:

Date response issued:

Follow up date:

Supporting documentation (Please attach): Yes No

Action Taken:

Outcome:

Specify improvement possible based on complaint:

Comments / further follow up:

(This document forms part of the Complaints and Appeals Policy & Procedure)



APPEAL FORM

By filing in this form you are requesting to appeal a judgment made against you.

This form serves to begin the appeal process in relation to a judgment that has been made against you. This Form must be lodged to the CEO within 7 days of you receiving a judgment.

A written response will be issued to you within 7 days.

Date: _____ Name: _____

Contact Number(s): _____

Please state in full, your reason for an appeal:

Signature: _____

WE WILL BE IN CONTACT WITHIN 7 DAYS

OFFICE USE ONLY

Received by:

Appeal Number Issued:

Date:

Given to:

Action Taken:

Date issued:

Follow up date:

Specify improvement possible based on complaint:

(This document forms part of the Complaints and Appeals Policy & Procedure)