

## Feedback, Complaints & Appeals Policy

### Purpose

This policy is based on providing and maintaining services that are fair and reasonable and afford a forum where issues or inadequacies can be resolved. The BGT process provides adequate opportunity for complaints and appeals to be forwarded to BGT management in a timely, confidential and sensitive manner.

### Scope

At BGT the Quality & People Officer is appointed as the Complaints Resolution Officer. The objective is to ensure that BGT staff and those acting on behalf of BGT act in accordance with the BGT Code of Practice. The process provides clients/stakeholders a clear process to follow in order to register a complaint or appeal. It ensures all parties involved are kept informed of the resulting actions and outcomes.

### Policy Statement

Students are encouraged to provide feedback on BGT's performance. It is on the basis of this feedback that we can then better ourselves so that we are more effective as a service provider. Therefore, students are encouraged to raise any matters of concern regarding (but not limited to) harassment, bullying, assessment tools, training, assessment decisions, amenities, quality of teaching, etc.

All complaints will be investigated by BGT and where opportunities for improvement exist, strategies will be implemented and recorded in the continuous improvement register by the organisation.

Where a complaint cannot be resolved through discussion and conciliation, BGT will seek assistance from an external and independent agent to mediate between the parties.

### Definitions

**Appeals** refers to the process that is used to dispute the outcome of a formal decision.

**Complaint** means any claim by an Employee, Student, Apprentice/Trainee or Customer who is affected in his or her employment relationship by an alleged violation, misinterpretation of policies, rules, regulations or written agreements/contracts in which they are required to comply.

### Responsibilities

#### 1. CEO

The CEO is the custodian of the procedure.

#### 2. Management

All Direct Managers in conjunction with the CEO are responsible for ensuring that this procedure is implemented and performed by the appropriated authorised personnel.

### 3. RTO Manager

The RTO Manager is responsible for ensuring any disputes are resolved by a process of consultation and negotiation that may arise between the Trainers/Assessors and Students. (Refer to the RTO Complaints Policy)

## **Actions**

### **Complaints**

All complaints should be made in writing at the earliest possible opportunity (no more than five working days of the incident date).

The Quality & People officer will be informed of the complaints and issues and the complaint/appeal will be recorded in the complaints and grievances register. The Quality & People officer may delegate responsibility for the resolution of the complaint/appeal as required.

The complaint should be made by the complainant. Support can be provided to the complainant if required but this will need to be directly discussed with the Quality & People Officer or the CEO. This aims to ensure accurate records of the proceedings.

In the case of a complaint/appeal, the Quality & People officer will initiate a transparent, participative process to deal with the issues at hand.

Complaints/appeals will be processed in accordance with the Complaints/Appeals Procedure – Appendix A.

Complaints/appeals where possible are to be resolved within 10 working days of the initial application.

In all cases the final conclusion will be endorsed by the CEO.

Once a decision has been made the complainant will be notified in writing of the findings of the facts and reasons for the particular resolution reached. Once a decision is made the complainant shall not be subject of any reprisal as a result of the findings.

The client/stakeholder will be advised in writing of the outcome of their complaint/appeal.

If the outcome is not to the satisfaction of the client/stakeholder, he/she may seek an appointment with the CEO. The complainant has the right of appeal if not satisfied with the decision and the appeal will be heard with an independent party if necessary or if unable to be resolved by BGT Management and Staff.

The CEO decision will be final. The client has the option to seek outside assistance to pursue the Complaint/Appeal.



All Complaints/Appeals will be handled as Staff-In-Confidence.

All Complaints/Appeals will be discussed at monthly Management meetings for continuous improvement of any processes.

The outcome of the appeal will be recorded in the Complaints Register held by the Office Manager.

### **Feedback**

Feedback should be delivered either by using the Feedback form which is provided at reception or directly informing the Quality & People officer. Feedback is greatly encouraged and will be recorded for training purposes.

### **Independent Complaint Handling**

BGT is committed to resolving complaints as quickly and as fairly as possible. We encourage our clients to raise any issues or complaints with us as soon as they are encountered. This ensures quick responses and total understanding of the issues at hand. We understand that at times clients may wish to take a complaint to an independent body. It is the right of the client to seek independent advice and support. This can be done by contacting the appropriate service below.

### **Office contact details**

Quality and People Officer  
14 Hill Street, Ballarat  
Phone: 03 8333 8612  
Email: [dylan@bgt.org.au](mailto:dylan@bgt.org.au)

### **Victoria Registration & Quality Authority**

VRQA encourages students and parents to make complaints directly to BGT. Further complaints can be passed on to the VRQA.

VRQA can look into complaints or issues that students or parents may have with any of our RTO services that BGT provides. This can be done by accessing their complaints policy and procedure on their website and filling in an online complaints form.

Website: [www.vrqa.vic.gov.au](http://www.vrqa.vic.gov.au)

### **Fair Work Ombudsman**

Fair Work Ombudsman can provide advice on staff entitlements and other workplace issues.

Phone: 13 13 94

Website: [www.fairwork.gov.au](http://www.fairwork.gov.au)

### **Consumer Affairs Victoria**

Consumer Affairs can help with any issues regarding refunds, fees or charges.

Helpline: 1300 558 181

Website: [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)

**Department of Health & Human Services**

Phone: 1300 650 172

Website: [www.dhs.gov.au](http://www.dhs.gov.au)

**Privacy Commissioner**

Members of the public can make a complaint to the privacy commissioner if they believe that a Victorian government agency, a local council or an agency providing services for the state has breached their privacy.

Phone: 1300 666 444

Website: [www.privacy.vic.gov.au](http://www.privacy.vic.gov.au)

**Commission for Children and Young People**

This service provides support for young people and children in out-of-home care. They can refer complaints to the department of health and human services.

Phone: 1300 782 978

Website: [www.kids.vic.gov.au](http://www.kids.vic.gov.au)