

NURSES AROUND THE CLOCK PTY. LTD.

RTO 90973

COMPLAINTS AND APPEALS FORM

Complaints and Appeals – Complaints are made when a student is dissatisfied with the services provided by the training organisation e.g. training program, materials and resources, facilities, staff cooperation or service.

Appeals occur when a student is not happy with an assessment decision or the outcome of a complaint.

Nurses Around the Clock views resolution of a constructive and valid complaint as a way of improving our organisation. We will adhere to the National Complaints Code to respond to complaints about vocational education and the organisation itself. This means that our complaints process is:

- Explained well to the student before they join the course;
- Accessible so the student can lodge complaints and appeals by phone, electronically or in writing;
- Fair and protects students rights;
- Free so students can lodge a complaint or appeal without charge;
- Handled in a manner that protects students privacy;
- Transparent, equitable, objective and unbiased;
- Implemented effectively and efficiently to ensure complaints and appeals 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.

Complaints Procedure

- 1 Verbal complaints regarding vocational education should be discussed with the trainer.
Any other complaints about the organisation can be directed to the Chief Executive Officer.
- 2 If the complaint is not resolved then the complaint must be documented by the complainant using the Complaints and Appeals Form. This will be submitted to the Head of Studies.
- 3 The Head of Studies liaises with the Chief Executive Officer who advocates on behalf of the organisation. Regardless of this, any complainant has the right to have their version of events heard in a negotiation meeting.
- 4 Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant stating the outcome and reasons for the decisions made.
5. Where the complainant is not satisfied with the outcome, the matter may be referred to an independent mediator for review.
- 6 In the event that a complaint is substantiated, Nurses Around the Clock will take prompt and appropriate action to resolve the circumstances.
- 7 Where the resolution requires a documented change to policies and procedures, the Chief Executive Officer will affect the change.
- 8 When the complaint has been resolved the Head of Studies will close out an improvement request to the satisfaction of both parties.

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- 9 A copy of the complaint, associated documentation and the outcome is placed in the student's file and the Continuous Improvement recorded as per NAC policies and procedures.
- 10 Complaints cannot be anonymous as ongoing discussion cannot take place to resolve the issue between both parties.
- 11 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 rights are maintained.
- 12 Nurses Around the Clock will commence the complaints process within 10 working days of a formal lodgement. All reasonable measures are taken to finalise the process as soon as practicable.

Appeals Procedure

- 1 Discuss appeal with your Trainer.
- 2 If the appeal is not resolved, then the appeal must be documented using the Complaints and Appeals Form. This will be submitted to the Principal.
- 3 A meeting will take place between the student, Trainer and Principal to discuss the assessment decision and reasons for the decisions made.
- 4 If the student is not satisfied with the outcome of the meeting, the trainer's and assessors will review the results in a moderation of outcomes meeting. The details of the meeting will be documented stating the outcome and reasons for the decisions made.
- 5 If the assessment decision is agreed by all training staff the appeal will be closed.
- 6 If the assessment decision is not agreed upon, the Head of Studies will make the final decision and either re-assessment will take place or the matter will be closed.
- 7 No further appeal mechanism exists beyond this point.

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COMPLAINTS AND APPEALS FORM

Course Code:	Course Ref:
Student Name:	Student ID Number:
Address:	
Telephone:	Date of Incident:
Briefly outline the nature of the complaint, appeal or decision you want reviewed (including date, time, place, people involved, what happened, other information etc):	
Explain why you consider the decision breaches relevant legislation, infringes merit and equity principles or is otherwise unfair or unreasonable?	
What outcomes do you seek from this process?	
Student Signature:	Date:

Office Use Only	
Was the issue resolved satisfactorily?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Date of outcome:	
Final outcome:	
Authorised Staff Name:	
Authorised Staff Signature:	