

## **Complaint and Appeals Policy**

Blueprint Employment and Training Inc (Blueprint) believe there should be a fair and equitable process for dealing with student complaint and appeals.

### **Complaint Policy and Procedure**

In an attempt to minimize disruption to the training wherever possible the student should make their concerns / complaint known to the course Trainer / Operations Manager as soon as possible for immediate resolution.

If this is not possible / suitable the student should contact the Training Manager/and or Operations Manager either by personal contact (visit, phone, letter) or by their advocate (please note: to ensure confidentiality advocates will need evidence they are acting under instructions from the student).

The Training Manager will attempt to resolve any student complaint to the satisfaction of both parties as expediently as possible. The process may involve the following actions:

- Respond to the student by the most appropriate medium (interview phone, letter) and
- Interview the trainer concerned and/or
- Interview any other student connected with the incident (if applicable)
- Document all findings
- Report back in a timely manner to all parties their findings

Where a resolution cannot be found within 60 days from the date Blueprint receive the complaint the student will be advised as to the circumstances for the delay (such as people / witness needing to be interviewed were unavailable).

If a resolution is not possible, then the Training Manager will advise the Management Committee and seek its involvement in resolution of the complaint. In the event that the

Training Manager and the Course Trainer are the same person the students will contact the Operations Manager in the first instance.

If the complaint is still not resolved the student will be advised upon their next course of action such as

- a) a relevant statutory body such as
- b) Work Health & Safety Queensland in the case of a HRW licence issue and / or
- c) ASQA for an RTO related issue
- d) An independent body. In the case of an independent body being utilised
  - a. All parties must agree as to the impartiality of the independent body; and
  - b. Agree to abide by the recommendations made by the independent body as final; and
  - c. Agree to any fees or charges that may apply

### **Appeals Policy and Procedure**

Blueprint operates with a maximum appeals period of four calendar weeks from completion of the course. Any appeal must be lodged in writing to the operations Manager and/or Training Manager within four weeks of completion of the course.

Once Blueprint is in receipt of the written appeal, the Blueprint Complaint procedure will apply. Any review of an appeal made by the student will be undertaken by Blueprint staff not involved in the original decision. A record of all complains and appeals and outcomes will be recorded by the Training Manager in a complaint and appeals register.

**Appeals Policy and Procedure**

Blueprint operate within a maximum appeals period of one (1) month (i.e. four weeks) from completion of the course. Any appeal should be lodged in writing to the Training Manager within four weeks of completion of the course.

Once Blueprint is in receipt of the written appeal, the Blueprint Complaint procedure will apply.

A record of all complaints and appeals and outcomes will be recorded by the Training Manager in a complaint and appeals register.