

## **Policy Complaints, Grievances and Appeals**

### **Policy Statement**

Royal Life Saving Society Western Australia (RLSSWA) is committed to maintaining the principles of natural justice and procedural fairness in managing complaints, grievances and appeals received from our students and stakeholders in accordance with Standard 6 of The Standards for Registered Training Organisations (RTOs) 2015.

### **Definitions**

**Complaint** - is any expression of dissatisfaction, frustration or perceived unfair practice regarding either an action or the service provided by the Registered Training Organisation.

**Grievance** – is any adverse feedback, concern or problem experienced which while not a formal complaint is an issue causing unease for a student or stakeholder of the Registered Training Organisation.

**Appeal** - is where a student or a stakeholder of the Registered Training Organisation disputes the outcome arising from either the complaints process or from an assessment judgement.

### **Scope**

This policy applies to both formal and informal complaints, grievances, adverse or constructive feedback and appeals expressed both verbally and in writing to RLSSWA.

Complaints, grievances and appeals can arise from matters of concern relating (but not limited) to:

- Enrolment process
- Training delivery
- Assessment process
- Administration process
- RLSSWA Trainers and Assessors
- Quality of resources
- Discrimination
- Harassment

### **Natural Justice**

Natural justice focuses on the principles of objectivity, equality and access and ensures that procedural fairness occurs during the complaints and appeals process.

It involves:

- Decisions and processes free from bias
- All parties having the right to be heard
- All parties having a right to know how and of what, they are involved/accused
- Impartial investigation of an issue before a decision is made
- All parties being told the decision and the rationale for the decision

### **Access**

All individuals who express any type of complaint, grievance or appeal will have the issue dealt with in an objective, efficient and confidential and manner.

All RLSSWA staff members will endeavour to resolve any issues experienced by students and stakeholders prior to the concern or issue escalating to a formal complaint. This could include an explanation into the rationale behind a decision or process, informal consultation between the parties concerned or conciliation between two parties.

Information regarding making a formal complaint or appeal will be available on the RLSSWA website and will also be provided by RLSSWA team members when interacting with dissatisfied students and stakeholders.

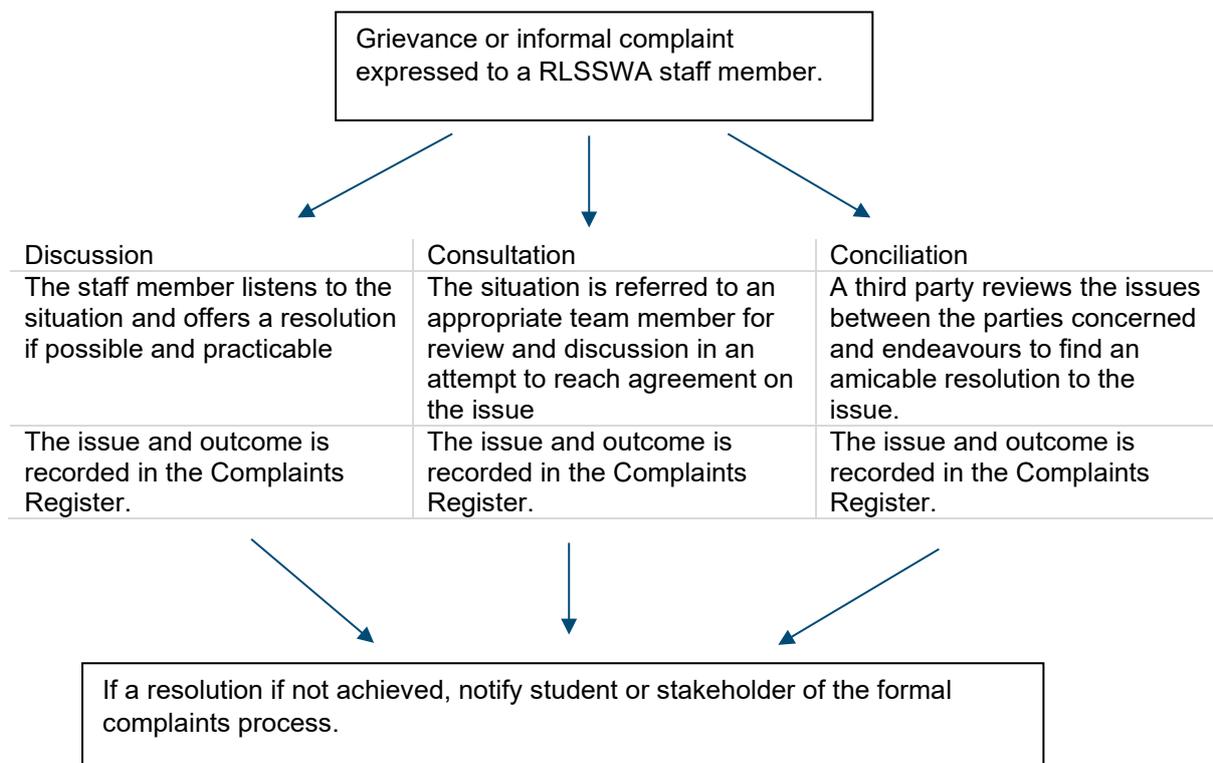
### Complaints Resolution Process

The three flowcharts in this policy outline the process and timeframe in which RLSSWA manages grievances, complaints and appeals.

Each process includes the following considerations:

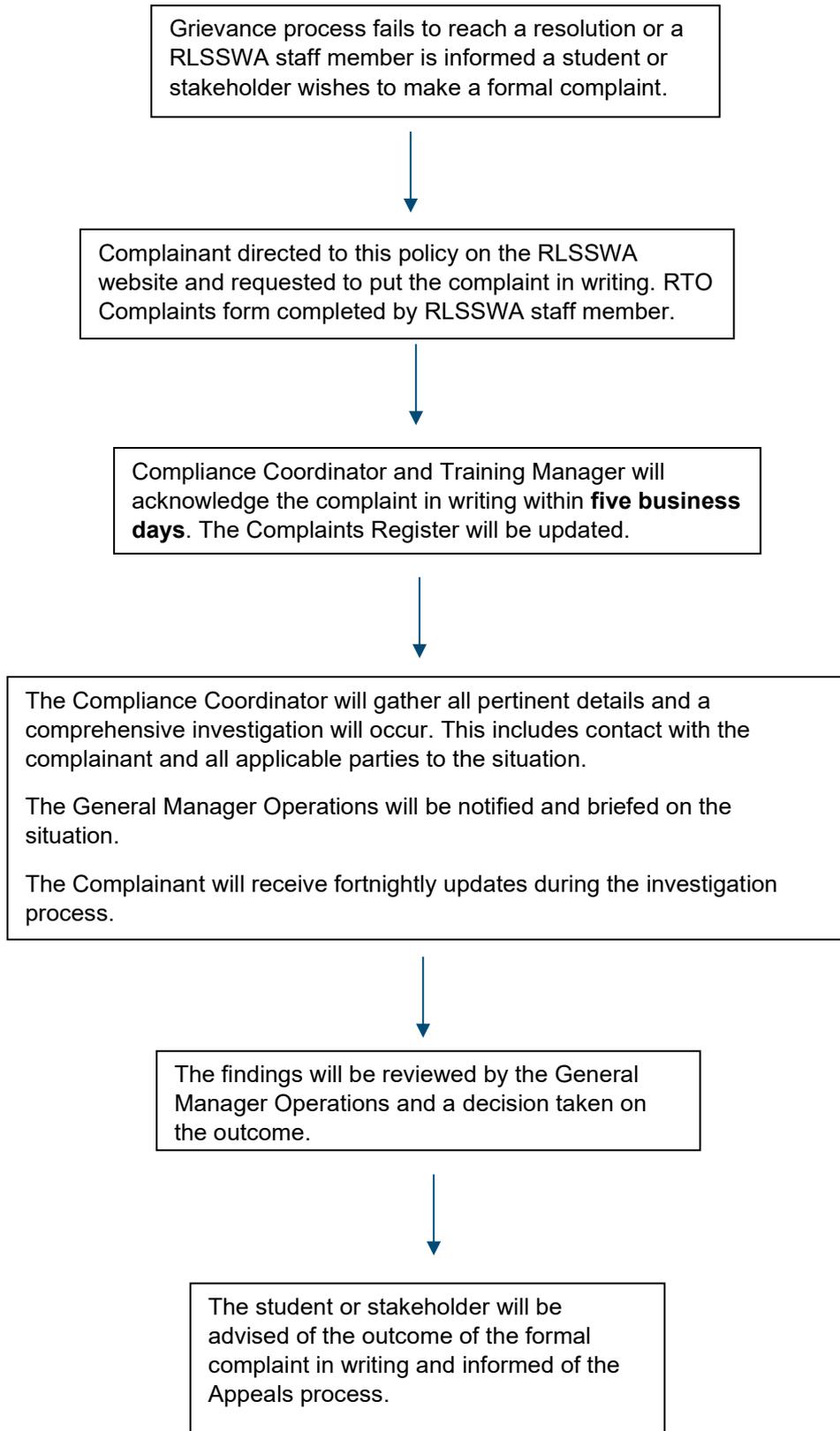
- Recording and acknowledgement of the grievance, complaint or appeal in either the Complaints Register or the Appeals Register
- Handling of the grievance, complaint or appeal with confidentiality, sensitivity and impartiality
- Consideration of all available information and perspectives on the situation
- Efficient resolution of the grievance, complaint or appeal in accordance with the timeframes specified in the flowcharts
- Rational behind the outcome
- Review by an appropriate independent third party. if required.

### Grievances and informal complaints





## Formal complaints

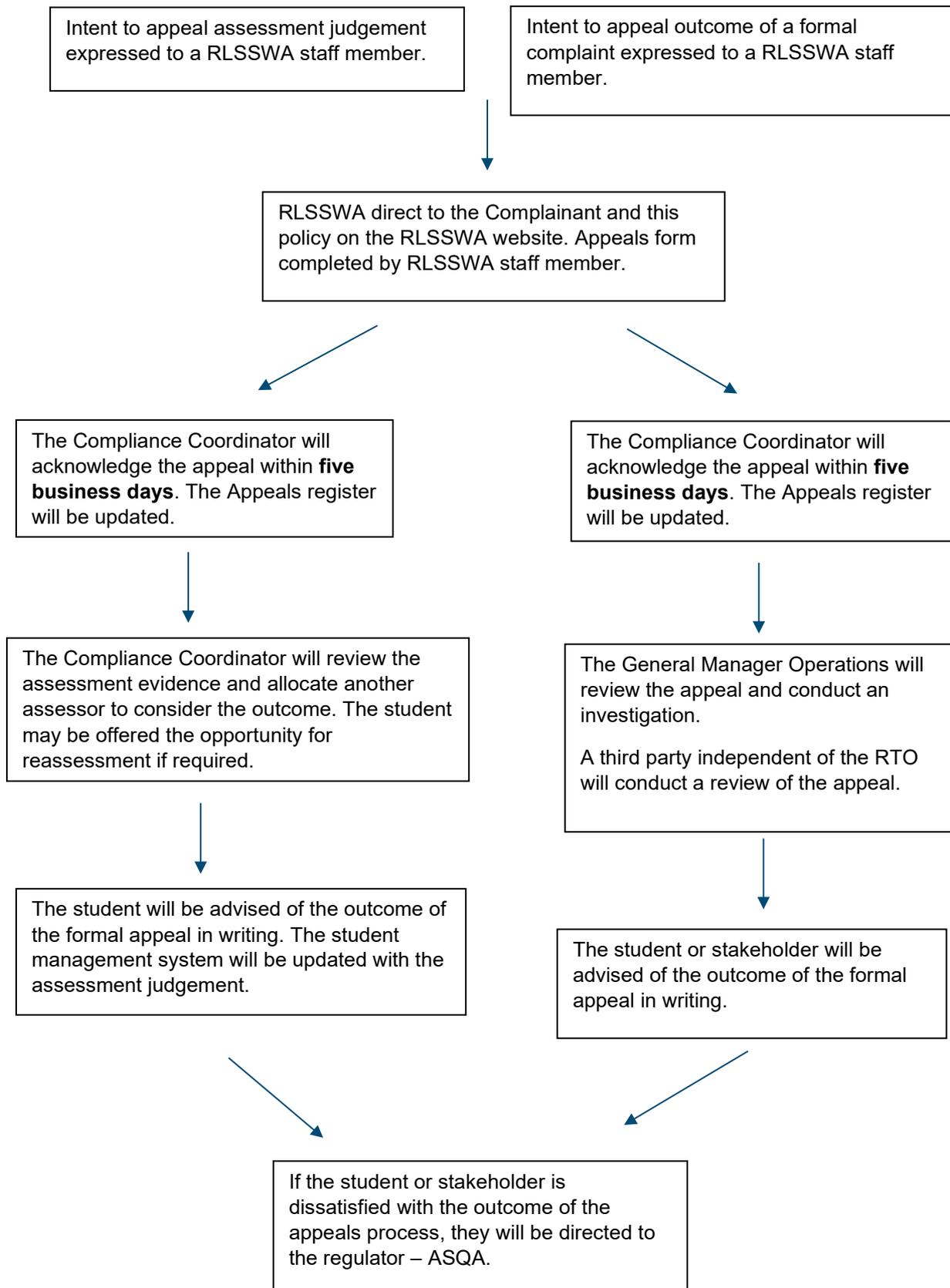


Sixty Calendar Days

Note - RLSSWA will target to resolve formal complaints within twenty business days.



## Appeals





<b>Policy Complaints, Grievances and Appeals - Version Control</b>			
<b>Policy created</b>	February 2023	<b>Version Number</b>	3
<b>Review Date</b>	February 2025	<b>Authorisation</b>	Jacqui Byala RTO Compliance Coordinator