

# Standard Operating Procedure

## for complaints and appeals



**AIM:** To explain the procedure of any complaints and appeals encountered by students of Victorian Occupational Training Educational Services (VOTES).

**PURPOSE:** To ensure that VOTES provides a systematic process for handling complaints and appeals raised by students enrolled in VOTES courses.

**RESPONSIBILITY:** All VOTES employees, sessional teachers, auspiced external partners and students.

***The following complaints and appeals procedure applies exclusively to the student participants in VOTES training programs. Complaints from other sources have been provided for in Bendigo Access Employment's Quality Assured Policies and Procedures.***

***Please note that a written statement of the outcomes, appeal and reasons shall be afforded to the appellant in writing. The RTO shall act upon any complaint that is found to be substantiated.***

### **Procedure**

- 1 Any participant, who has a complaint or appeal regarding any matter associated with VOTES shall attempt to discuss the problem with the source. If this is not possible, or fails, proceed to step two.
- 2 The appellant may lodge a complaint/appeal in writing with the trainer. The written complaint needs to be signed and dated.
- 3 If the problem is still unresolved, the appellant shall fill out the Customer Complaint and Incident Report Notice (QP13-001), directed to the Training and Quality Assurance manager.
- 4 If the problem persists and cannot be satisfactorily resolved, the appellant may appeal, in writing, to the Chief Executive Officer.
- 5 If the matter is still unresolved, the appellant may appeal to an independent mediator, which is to be appointed on a needs basis, by the Board of Directors, or its representative.
- 6 If the appellant is still not satisfied, the appellant may pursue legal remedies through the relevant Courts or Tribunals.