

## **Complaints and Appeals Policy and Procedure**

### **Purpose**

The purpose of this policy is to outline how Learning Partners handles complaints and appeals and the procedures to be taken in their resolution.

### **Scope**

All LP Operations

### **Definitions**

Learning Partners defines a complaint as an expression of dissatisfaction or unmet expectation, by or on behalf of a client, staff member or service provider. The complaint may relate to any aspect of Learning Partners services, performance, employees and contractors or any way in which Learning Partners conducts business. It may be as a result of an assessment of competence in a qualification.

Learning Partners defines an appeal as a request for review of a decision made on assessment of competence.

### **Policy Statement**

Learning Partners takes all complaints seriously, as we pride ourselves on delivering the highest standards of customer care. Learning Partners ensures that all clients have access to a fair and equitable process for lodging complaints, and acknowledges that they are a valuable element in understanding our clients' views of their experience with us.

We recognise that client's expectations may not always be met, and encourage and promote the right of clients to provide us with their feedback so we are able to improve our systems and procedures.

Complaints and appeals are a value to the business as they mean our client has taken time to tell us what they consider we are not doing to the best of our ability.

Effective acknowledgement and handling of the issue means that we are able to restore our relationship with the client and minimise the likelihood of the issue re-occurring or escalating in the future.

Clients have a right to appeal against any decision made in relation to assessment of competence and for this to be dealt with professionally.

## Procedure for general complaints and appeals of assessment decisions

### 1. Discuss the issue with your Learning Consultant

Where possible, Learning Partner's strives to resolve most issues directly between the client and the Learning Consultant. If clients have an issue please discuss with your Learning Consultant as the first step.

### 2. Raise the complaint with the Client Relations Manager

If a resolution has not been reached with the Learning Consultant, the client has the right to contact the Client Relations Manager who will investigate the issue further. This may involve a formal meeting between all parties. The Client Relations Manager will formulate an appropriate response and aim to resolve the matter within 10 business days. All interactions will be recorded into the Complaints Register.

#### Client Services Coordinator contact details:

Amanda Barker

[abarker@learningpartners.com.au](mailto:abarker@learningpartners.com.au)

0400 180 096

03 6327 6666

### 3. Escalate the complaint to the Directors

If an appropriate resolution is not reached, the Client Relations Manager will escalate the issue to the Directors, who will review the complaint or appeal and provide an answer within 30 days.

### 4. Contact State, Territory or national regulatory Authorities

If the issue remains unresolved, the client has the right to lodge a formal complaint with the Australian Skills Quality Authority (ASQA) or the relevant State or Territory Training Authority.

#### ASQA contact details:

Online: <http://www.asqa.gov.au/complaints/making?a?complaint.html>

Email: [enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au)

Phone: 1300 701 801

**Please note:** Issues with working conditions or other conditions of employment should be taken up directly with your employer or escalated to the Workplace Standards Authority or equivalent in your state or territory.

#### Associated Documents

Access and Equity Policy

Continuous Improvement Policy

Client Handbook and Code of Practice

Complaints Register

Client Feedback Collection and Analysis Policy and Procedure

Evaluation Forms

Privacy Policy

Work Improvement Notice (WIN)

#### Related Standards

Standard 1 – 1.1 – 1.4, 1.5 – 1.6, 1.8 – 1.12

Standard 2 – 2.3 – 2.4

Standard 5 – 5.1 – 5.4

Standard 6 – 6.1 – 6.6