

POLICY: PO3.09 FKI COMPLAINTS AND APPEALS

1.0 PURPOSE

This policy describes the FKI approach to dealing with and resolving any complaints and assessment appeals raised by its students.

2.0 SCOPE

This policy applies to resolving all issues raised by any of its enrolled students.

3.0 POLICY

COMPLAINTS

Step 1 Informal

FKI encourages open communication and an environment of trust. Therefore, any student with a complaint relevant to the training and assessment is encouraged to firstly raise the matter directly with the other party concerned.

A meeting should be requested, by or with the student, at which time the matter in dispute can be raised and a resolution sought. This should occur within 7 days of the complaint first being raised and the informal meeting being requested.

The relevant parties will attempt to resolve the issue and the student will be advised of the outcome in writing within 7 days of this meeting.

If the student feels that a satisfactory outcome has not been achieved he/she may proceed to Step 2 in the process.

Step 2 Formal

Should the matter remain unresolved following Step 1, or should Step 1 be inappropriate, the student is encouraged to contact the Director (Justin Gathercole) or the Training Manager (David Cunningham) in writing using the Complaints Form (this can be obtained from the training staff).

Once the complaint has been formally raised, the Director in conjunction with the Training Manager should schedule a formal meeting within 7 days of receiving the formal complaint.

The student has the right to have an independent observer attend the meeting to witness and document the discussions.

The Director must make a decision and initiate actions as required to resolve the complaint within 7 days of the meeting.

The student will be advised of the outcome in writing within 7 days of this meeting.

If the student feels that a satisfactory outcome has not been achieved he/she may proceed to Step 3 in the process.

Step 3 Resolution by External Arbitration

Should the matter remain unresolved following Step 2, or should Step 2 be inappropriate, the student is encouraged to contact an external arbiter for consideration and due intervention, as necessary, in order to reach an objective solution to the matter in dispute.

The Director (Justin Gathercole) may also decide that contacting an external arbiter is the best course of action.

Details of a suitable independent arbiter are:

Dawes and Vary
SHEPPARTON OFFICE
PO Box 2272
159 Welsford Street
SHEPPARTON VIC 3630

Tel: (03) 5820 0200
Fax: (03) 5831 5377

<http://www.dvrlawyers.com.au>

This arbitration must be initiated as soon as is practicable and may be dependent on the availability of the external arbiter. Mediations can usually be arranged within a fortnight, depending on availability of all parties. It will be at a location that is most convenient to all parties.

The student will be advised of the outcome in writing by the external arbiter in accordance with their processes and timeframes.

If the student feels that a satisfactory outcome has not been achieved he/she may proceed to Step 4 in the process.

Step 4 Resolution by External Authority

Should the student be unsatisfied and the matter remains unresolved following Step 3 and all other avenues have been exhausted, the student should seek the advice of the independent state registering body for FKI: Victorian Registration and Qualifications Authority (VRQA).

All students have the right to seek redress through the VRQA.

The VRQA is the state body for RTO registration and has the power to take appropriate action:

VRQA
Level 4
Casselden Place
2 Lonsdale Street
Melbourne VIC 3000

Postal Address:
GPO Box 2317
Melbourne Vic 3001

Phone: (03) 9637 2806

Students may also contact the National Complaints Hotline on 13 38 73 or by submitting an email. Further information can be found at <https://www.education.gov.au/NTCH>.

APPEALS

If students have any concerns in relation to any assessment or other decisions made by FKI, they are advised to discuss these initially with the trainer or by contacting the Director (Justin Gathercole) or the Training Manager (David Cunningham).

These concerns will be referred to an independent assessor and, if necessary, the students' employer. The appeals process is to be followed when a student does not agree with any decision made by FKI.

FKI is responsible for the delivery of all aspects of the training and assessment and if students wish to lodge an appeal they must follow the process detailed below:

Step 1 Informal

The issue is raised directly with the training staff concerned in an attempt to provide an opportunity for a satisfactory resolution. This may involve scheduling a re-assessment of the learner for the unit(s) of competency in question.

The relevant parties should attempt to resolve the issue and the student will be advised of the outcome in writing within 7 days of the issue being raised.

If the student feels that a satisfactory outcome has not been achieved he/she may proceed to Step 2 in the process.

Step 2 Formal

Should the matter remain unresolved following Step 1, the appeal is formally raised in writing with the Director (Justin Gathercole) using the Appeals form. The Appeals Form can be obtained from the trainer, the Director or Training Manager.

The Director will refer assessment appeals to an independent assessor for examination and resolution. The independent assessor will review all existing assessment documentation to determine course of action – such as re-assessment as required.

Appeals against any other decisions made by FKI will be considered and decided upon by the Director.

The student will be advised of the outcome of the appeal in writing within 14 days of formally raising the appeal.

Step 3 Resolution by External Authority

Should the matter remain unresolved following Step 2 and all other avenues have been exhausted, the student may seek the advice of the independent state registering body for FKI: Victorian Registration and Qualifications Authority (VRQA).

All students have the right to seek redress through the VRQA.

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