

### **Purpose:**

This policy and procedure has been established by Complete Hospitality Training (CHT) to establish an environment where the views of clients and staff alike are valued and lessons learnt are used to grow the business. The complaints and appeals process shall ensure that all issues are managed fairly, efficiently and effectively, in line with the rules of natural justice and the Education and Training Reform Act. We endeavour to ensure that no person's rights, interests, status or reasonable expectations are removed without first providing an opportunity for the person to put their case to the decision maker.

### **Scope:**

This policy has been put into place to manage and respond to allegations involving the conduct of:

- Complete Hospitality Training (CHT)
- CHT's trainers, assessors or other staff
- A third party providing services on behalf of Complete Hospitality Training
- Learners of Complete Hospitality Training

### **Definitions:**

Complainant – One that makes a formal complaint

Appellant – A person dissatisfied with a decision or judgement made.

CHT – Complete Hospitality Training

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### **Complaints and Appeals Policy:**

- The complaints and appeals policy and procedure shall be publicly available through our website.
- All complaints are to be submitted as per the "Complaints & Appeals Lodgement" section and appeals as per "Complaints escalating to an appeal" section of the following procedure.
- All complaints or appeals shall be addressed as soon as practicable after written receipt and where practicable finalised within 60 days.
- All persons shall be given adequate and equal opportunity to present their case. Decision shall be made free from actual or apprehended bias.
- Procedures have been set out and adhered to, ensuring natural justice.
- Person(s) shall be given every reasonable opportunity to be heard by an unbiased decision maker.
- Person shall be given a reasonable opportunity to present his or her case and to hear

the other side of any dispute or case before any decision is made.

- All persons have the right to be heard and the right to be provided with the details of the allegation they have to answer and shall be given a reasonable amount of time to prepare subsequently required submissions.
- No pre- judgements shall be made; all decisions shall be evidence based and consideration given according to merit.
- If the nature of a complaint leads the decision maker to believe the safety of staff or learners may be compromised then the decision maker has the right to stand down or prohibit the person in question from entering the premises.
- All parties involved shall be given timely notice of where and when any hearings shall take place. Notice shall be given as follows;
  - Informal meetings – Emailed notice
  - Formal meetings – Registered post
- Notice to all parties shall include details such as; (but not limited to) whether they have the right to;
  - Be present
  - Be represented
  - Make a submission
- The complainant shall not form part of the decision making process.

#### Complaints/Appeals Process:

**Complaints:** (Dissatisfaction with aspects of CHT services that requires action)

Complete Hospitality Training encourages feedback from clients and will deal in a fair and equitable manner with client complaints / appeals. If at any time throughout your course you have an area of concern please arrange a time, as soon as possible, to speak to your trainer. If he or she cannot assist you will be given a Complaints and Appeals Form or can access one as follows:

Via email to [info@chtmelbourne.com.au](mailto:info@chtmelbourne.com.au)

Via post (addressed to the Director of Complete Hospitality Training Pty. Ltd.)

Or by obtaining an internal complaints form from reception.

Formal complaints shall only be accepted in writing at reception or via email or post.

Complete Hospitality endeavour to handle all complaints as soon as practicable, therefore the person making the complaint will be contacted by our staff to further discuss your concerns. If the issue cannot be resolved promptly, a written statement of outcome will be issued to you within 60 calendar days.

Where Complete Hospitality Training considers more than 60 days are required to process and finalise the complaint or appeal, CHT shall:

- a) Inform the complainant or appellant in writing as soon as practicable, including the reason why more than 60 days are required; and

- b) Regularly update the complainant or appellant on the progress of the matter.

In the event of external mediation being required, mediation shall be conducted within 14 days of a mediator being appointed.

The Director has the right to stand down or prohibit staff or learners, involved in disputes, from entering the premises when the nature of a complaint leads him to believe safety may be compromised.

**Assessment concerns:**

In the event a client is not satisfied with a decision made regarding an assessment the client is urged to discuss the decision with the trainer, if still not satisfied the client is required to contact the office staff to arrange a repeat assessment. The repeat assessment will be conducted by a different assessor, within a reasonable and agreed time frame. If the client is still not happy with the outcome they are invited to lodge a written complaint.

**Appeals:** (Dissatisfaction with a decision made on behalf of CHT that requires action)

Clients wishing to appeal a decision, other than initial assessment will be required to submit a written appeal.

Discussions will be undertaken to resolve the issue as soon as practicable, however if the issue cannot be resolved, the director will arrange an independent third party/panel review. Documented outcomes shall be reported to the appellant.

Clients not satisfied with the outcomes of these processes can seek independent mediation.

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## Complaints and Appeal Procedure

### Complaints & Appeals Lodgement

1. The Complaints and Appeals procedure shall be issued to all staff and clients.
2. Documentation and handling time frames of Complaints and Appeals shall be handled in the same manner.
3. Complete Hospitality Training ensures each complainant or appellant is given the opportunity to formally present their case at minimal or no cost to themselves, by allowing written complaints and appeal lodgements direct to Complete Hospitality.
4. Client wishing to lodge a complaint or appeal are required to do so in writing, by any of the following methods.  
Via email to [info@chtmelbourne.com.au](mailto:info@chtmelbourne.com.au)  
Via post (addressed to the Director of Complete Hospitality Training Pty. Ltd.)

Or by obtaining an internal complaints form from reception.

5. All written complaint and appeals are required to contain the following information:
  - a. Date complaint is submitted
  - b. Nature of Complaint/Appeal
  - c. Dates when issue relating to the complaint occurred
  - d. Documentary attachments to support the complaint
6. The director shall provide all parties timely notice of where and when any hearings shall take place. Notice shall be given as follows:
  - Informal meetings – Emailed notice
  - Formal meetings – Registered post
7. Each party may be accompanied and assisted by a support person of their choice during the complaint/appeals process, including any relevant meetings.
8. Where practical the complainant or appellant shall be given a written statement of initial outcomes, including reasoning and any available supporting evidence within 60 calendar days.
9. Clients with a verbal complaint/appeal will be provided a complaints form to record any issue of concern in writing. CHT staff will then ensure the following is documented:
  - a. Date complaint is submitted
  - b. Nature of complaint
  - c. Dates when issue relating to the complaint occurred
  - d. Documentary attachments to support the complaint
  - e. Nature of the resolution (as available)
  - f. Evidence that the complaint has been resolved within 60 calendar days.

### Complaints/Appeals Resolutions

1. All complaints/appeals shall be handled by the Director of CHT (with exception of complaints about the Director which can be directed to the Quality Manager or the department.) Attempts shall be made to resolve complaint/appeals from clients through discussion and conciliation prior to further steps being undertaken.
2. All reasonable measures shall be taken to finalise the process as soon as practical.
3. Complete Hospitality Training staff shall attach an Internal Complaints Form to any written Complaint/Appeal received in another format, to ensure the following is documented
  - a. Date complaint is submitted
  - b. Nature of complaint
  - c. Dates when issue relating to the complaint occurred

- d. Nature of the resolution and actions taken to eliminate or mitigate the likelihood of re-occurrence.
  - e. Identified potential cause
  - f. Evidence that the complaint has been resolved within 60 calendar days.
4. The Director (or Delegated Manager) shall monitor complaints and liaise with the person lodging the complaint to ensure a written statement can be returned to the client within 60 days.
  5. A written statement of the outcome will be issued to the student within 60 calendar days.
  6. Complaints and appeal forms shall be retained in the corrective actions folder. When a satisfactory resolution has been reached the verification/customer satisfaction section of the form may be signed off by the client or director at the discretion of the director.

#### Complaints escalating to an Appeal

1. In the event the client is not satisfied with a complaint resolution the client can then submit an appeal in writing by any of the following methods.
  - Via email to [info@chtmelbourne.com.au](mailto:info@chtmelbourne.com.au)
  - Via post (addressed to the Director of Complete Hospitality Training Pty. Ltd.)
  - Or by obtaining an internal complaints form from reception.
2. The Recipient of the Appeal shall hand write appeal on the top of documentation received and repeat the original process. The Director shall ensure all evidence for appeal is considered prior to handing down a final decision.

#### Complaints/Appeals un-Resolved within 60 calendar days

1. If the complaint /appeal remains unresolved for 60 days from submission the director will advise the complainant that an independent mediator, such as Australian Commercial Disputes Centre (ACDC) or other agreed body could be contacted to resolve the issue.
2. Contact to an independent mediator will be made by the Director if agree to by all parties.
3. Mediation shall be conducted within 14 days of a mediator being appointed.

#### Lodgement of a complaint or feedback with the Department

1. A person who wishes to lodge a complaint about Complete Hospitality Training, depending on the nature of the complaint, should raise the issue with the Complete

Hospitality Training itself, in the first instance, to try to resolve the matter.

2. If a party wishes to make a complaint to the Department, they are requested to download the Department’s complaint form, available at <http://www.education.vic.gov.au/about/contact/Pages/compliancecomplain.aspx>
3. If the party is not able to download the complaint form, they can email [vtg.feedback@edumail.vic.gov.au](mailto:vtg.feedback@edumail.vic.gov.au) to request a form be sent to them.
4. Responses to complaints from the department are the responsibility of the Department.

### Records of Complaints, Corrective Actions and Appeals

Records of complaint and appeals and their outcomes shall be retained as per the following extract from the record keeping matrix:

<p>Complaints/ Appeals /Grievances – Where Penalty or Disciplinary Action Incurred</p> <ul style="list-style-type: none"> <li>• Complaint forms</li> <li>• Records of interview</li> <li>• Correspondence</li> <li>• Reports/summaries presented to committee (where these do not form)</li> </ul>	<p>Destroy 15 years following date of decision</p>	<p>Scanned into Computer file &amp; Backed up Responsibility - Director</p>
<p>Grievances – Where Penalty or Disciplinary Action Not Incurred Where counselling/discipline involves no penalty but may include a reprimand.</p>	<p>Destroy 7 years following date of decision</p>	<p>Scanned into Computer file &amp; Backed up. Responsibility - Director</p>

### Assessment Concerns

1. Trainers are required to advise clients wishing to appeal an assessment decision to organize a re-assessment through the Office Staff. The re-assessment will be arranged, to be conducted by a different assessor, within a reasonable and agreed time frame.
2. If the client is still not satisfied, the client will be advised to submit a written complaint which will be addressed in the same manner as other complaints.

### Review of complaints / Corrective Actions and Appeal:

1. All complaints and appeals retained in the Corrective Action Folder shall be reviewed annually when the following will be noted:

- Number of complaints received
- Number of Appeals
- Any re-occurring complaints (as a measure of effectiveness)
- Timely handling of complaints

2. Any improvements required shall be noted during the annual system review.

Version Control

Date	Manager	Summary of amendments
1.7.10	L. Barnard	Initial
13/12/10	L. Barnard	Added new Complaints / Appeals Form and the requirement for the client or Director to sign of satisfaction status (previously 2.6)
9.11.11	L. Barnard	New Version Control
7.8.2012	L. Barnard	Assessment Appeals revised.
16.11.2012	L. Barnard	Added more detail on mediation timing.
15.3.13	L. Barnard	Removed Input Output Table
17.4.2013	L. Barnard	Revamp due to non-compliance
26.4.2013	L. Barnard	Differentiate between complaint and appeal.
3.7.2013	L. Barnard	Added actual retention of records, not just link.
2.5.2014	L. Barnard	Addition of how to lodge a complaint with the department.
30.1.15	L. Barnard	Updated for compliance to Standards for Registered Training Organisations 2015.