

COMPLAINTS AND APPEALS

A complaint is generally negative feedback about services or staff which has not been resolved locally. A complaint may be received by Healthy Nation in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers. A complaint can be made through the Complaint/Appeal form, which is accessible on the Healthy Nation page once you have logged in to the Healthy Nation website.

Complaints can be made by any stakeholder and relate to:

- Students
- Trainers
- Assessors
- Staff
- Third Parties

An appeal is an application by a student for reconsideration of a discipline outcome, or an unfavourable decision or finding during training and/or assessment. An appeal can be made through the Complaint/Appeal form, which is accessible once you have logged in to the Healthy Nation website www.healthynation.com.au. The complaint must specify the details of the matter in dispute. Appeals must be lodged within 28 days of the disputed decision or finding.

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved.

The complaints and appeals handling process will expose weaknesses in our training and/or assessment system. We consider issues raised through this process to be an opportunity for our continuous improvement. This outcome of complaints and appeals handling is very positive and should be actively applied by all persons involved.

Where possible all non formal attempts shall be made to resolve the complaint. Healthy Nation encourages open communication and an environment of trust. Therefore, any student with a complaint is encouraged to raise the matter directly with the other party concerned to attempt to resolve the issue mutually.

COMPLAINTS PROCEDURE

Step 1: Customer Action Request

The Customer Action Request Form is completed for all sources requests including Students, Trainers and Assessors and other customers. This form ensures that all feedback and requests received via phone, email, in person or via online messaging. The details of this concern are captured on the Action Request Form and the Healthy Nation Team member will attempt to action the request on the same business day. If the action can not be actioned on the same day, the student is advised of their right to make a formal complaint to the CEO. Provide Student with access to the "Complaints Lodgement Form" via email and direct them to the website.

Step 2: Complaint Lodgement

On receipt of the complaint and associated documentation, the CEO must acknowledge receipt of the claim, in writing, to the complainant within five (5) working days, this may be via email. All related documentation is maintained on the Current Complaints Folder in the Quality Manual, which will remain in place until the complaint is resolved.

Step 3 - Processing the Complaint

The CEO is responsible for informing any complainants by letter, that a complaint has been received. This letter will be forwarded within five (5) working days of receipt of the Complaint Lodgement Form.

Implementing appropriate resolution techniques to resolve the issue promptly to the mutual satisfaction of all parties. Actions which may be taken include, but are not limited to:

- discussing the facts of the complaint with the complainant,
- engage in mediation on an informal level,
- interview all parties individually, including any witnesses,
- conduct interviews privately and confidentially,
- report the outcome of the meeting with the respondent to the complainant,
- seek preferred outcome from each of the parties.
- confirming all parties are satisfied with the outcome of the complaint, and
- advising all parties of the outcome of the complaint in writing, within ten (10) working days.

If a complainant is dissatisfied with outcome, the CEO will advise them of their right to further progress the appeal by completing an Appeals Lodgement Form.

STEP 4 - Finalising the Complaint

Once all the agreed actions are complete, the the complaint is finalised. The CEO is responsible to ensuring that a root cause analysis is completed on every closed complaint within thirty (30) working days. The CEO must ensure that any relevant policy and procedures relating to any complaint are reviewed and progressed through continuous improvement processes. All complaints documentation will be in the Closed Complaints Folder in the Quality Manual. All Complaints are reviewed as part of the Annual Internal Audit Program.

Healthy Nation engages an external RTO Consultant to include a review of all Current and Closed Complaints in addition all relevant documentation for a period of at least seven (7) years.

APPEALS PROCEDURE

STEP 1 - Initial Review of Appeal

If the any complainant is unhappy with the outcome of a complaint, decision they should first seek to discuss the decision and options with the CEO to determine and fully understand the reasons for the decision. If the matter remains unresolved, the complainant will be advised of their right to appeal the decision by completing the Appeals Lodgement Form.

STEP 2 - Lodgement of Appeal

The Appeals Lodgement Form must clearly state the grounds for appeal and should include sufficient evidence to support the claim. On receipt of the appeal and associated documentation, the CEO must acknowledge receipt of the claim, in writing, to the complainant within five (5) working days, this may be via email. All related documentation is maintained on the Current Appeals Folder in the Quality Manual, which will remain in place until the appeal is resolved.

Step 3 - Processing the Appeal

The CEO is responsible for informing any complainants by letter, that an appeal has been received. This letter will be forwarded within five (5) working days of receipt of the Complaint Lodgement Form.

All appeals will be referred to the nearest branch of the Queensland Mediate Service. Information on this service is located here <https://www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace>

Once mediation has been completed, the CEO is responsible for advising all parties of the outcome of the complaint in writing, within ten (10) working days.

STEP 4 - Finalising the Appeal

Once all the agreed actions are complete, the the appeal is finalised. The CEO is responsible to ensuring that a root cause analysis is completed on every closed appeal within thirty (30) working days. The CEO must ensure that any relevant policy and procedures relating to any appeal are reviewed and progressed through continuous improvement processes. All appeals documentation will be in the Closed Appeals Folder in the Quality Manual. All Appeals are reviewed as part of the Annual Internal Audit Program.

Healthy Nation engages an external RTO Consultant to include a review of all Current and Closed Appeals in addition all relevant documentation for a period of at least seven (7) years.