

Complaints and Appeals Online:

Purpose:

To ensure Quality Hospitality International (QHI) has a process to efficiently assist online and short course participants to have their complaints and appeals heard and addressed promptly and courteously.

Complaints:

Access to a fair and equitable process for dealing with complaints provided at all times. It is our policy to ensure that:

1. each complaint and its outcome, is recorded in writing and entered onto the complaints register.
2. each complainant has an opportunity to formally present his or her case
3. The CEO will personally review each and every complaint
4. each complaint is given the opportunity to be heard by an independent person or panel.
5. each complainant is given a written statement of the complaint outcomes, including reasons for the outcomes.

A complaint is deemed to be dissatisfaction with the procedures, outcomes or the quality of service provided by QHI in relation to the following processes:

- enrolment
- the quality of training delivery
- training/competency assessment, including recognition of prior learning
- issuing of results, certificates and/or statements of attainment
- other issues such as discrimination, sexual harassment, student amenities, etc.

A complaint is deemed to be a formal complaint when it is made in writing to QHI. To assist a complainant, complaints should provide as much detail as possible, include your name, email address, who or what your complaint relates to, the nature of your complaint including times, dates and witnesses if and where appropriate.

Appeals:

Appeals are deemed to be dissatisfaction with the procedures, quality or outcomes of the assessment process. An appeal is deemed to be formal when it is made in writing to QHI

1. each appeal and its outcome, is recorded in writing.
2. each appellant has an opportunity to formally present his or her case
3. The CEO will personally review each and every appeal
4. each appeal has the opportunity to be heard by an independent person or panel.
5. a re-assessment will be carried out, if necessary

6. each appellant is given a written statement of the appeal's outcomes, including reasons for the decision.

In some extreme cases, it may be necessary to involve an external participation from an appropriate industry body or professional association. This will be avoided, if possible.

To assist an appellant, participants should provide as much detail as possible, include your name, email address, the name of the program you are undertaking, what your complaint relates to and the nature of your complaint (include times, dates and witnesses if appropriate).

Independent Complaints and Appeals can be made to:-

- Victorian Registration & Qualifications Authority
Phone: 9651 3290
Email: vrqa.complaints@edumail.vic.gov.au or
Website: www.vrqa.vic.gov.au/complaints
- National Training Complaints Hotline 1800 000 674