



Human Resource: Complaint and Appeals Resolution 1-1004:

Complaints and Appeals

Quality Hospitality International's (QHI) complaints and appeals policy and procedure ensures fair and equitable processes are implemented for any complaint or appeal you may have relating to the services you have received from QHI.

Complaint and Appeal are defined as:

Complaint

Initial notification of your dissatisfaction or an issue that has occurred

Appeal

Application to have the outcome of a complaint reviewed due to dissatisfaction with the process that has been followed in dealing with the initial complaint or to have an assessment decision reviewed.

You may submit a formal complaint to QHI relating to any concern you have (should you feel a QHI representative has acted inappropriately or treated someone unfairly, etc). You can submit your complaint to our Administration Officer or directly to our Compliance Manager. All complaints are handled with confidence and are reviewed by the CEO.

You may also appeal against your assessment outcome, where you feel you have been unfairly judged and assessed on a specified task, project or assessment you may have the assessment reviewed by submitting an appeal form. When doing so you must provide supporting evidence or explanations as to why you feel the assessment is unfair and why you should be given an opportunity to be reassessed.

Please note: You have the right to access advice and support from independent external agencies / persons at any point of the complaint and appeals process. The use of external services is at your own cost unless otherwise authorised.

Complaints and Appeals Policy & Procedure

1. Policy

This policy/procedure supports AQTF 2010 Standards and the VET Quality Framework in providing a process for complaints and appeals to be heard and actioned. All complaints and appeals received by QHI will be viewed as an opportunity for improvement.

Despite all efforts of QHI to provide satisfactory services, complaints may occasionally arise that require formal resolution. The following procedures provide you the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached

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that attempt to satisfy all parties involved. This complaints and appeals process is available at no cost to you.

2. Procedure

Informal process

Where possible all non-formal attempts will be made to resolve the issue. This may include advice, discussions, and general mediation in relation to the issue. Any staff can be involved in this informal process to resolve issues but once you have placed a formal complaint / appeal the following procedures must be followed.

2.1 General Complaints

Any student, potential student, or third party may submit a formal complaint to QHI with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process unless it is referred to a third party.

- You have the right to access advice and support from independent external agencies / persons at any point of the complaint and appeals process. The use of external services is at your own cost unless otherwise authorised.
- If you wish to submit a formal complaint or appeal you can do so by completing the **Complaints and Appeals Form** to state your case providing as many details as you possibly can. The form is listed on our website just under the link for this procedure. Copies of the policy, procedure and form can be emailed to you on request, just email or call our Administration Officer.
- All formally submitted complaints or appeals are submitted to the Administration Officer or directly to the Compliance Manager.

Complaints are to include the following information:

- Submission date of complaint
 - Name of complainant
 - Nature of complaint
 - Date of the event which lead to the complaint
 - Attachments (if applicable)
- Once a formal complaint is received it is to be entered into the **Complaints and Appeals Register** which is monitored by the Compliance Manager regularly.

The information to be contained and updated within the register is as follows:

- Submission date of complaint
- Name of complainant
- Description of complaint / appeal
- Determined Resolution and

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- Date of Resolution
- You may be assisted or accompanied by a support person regardless of the nature of the issue or complaint throughout the process at all times.
- Once a complaint has been filed and logged in the **Complaints and Appeals Register** the Administration Officer will notify the Compliance Manager of the complaint and provide any further documentation related to the matter.
- The Compliance Manager will refer the matter to the appropriate staff to resolve, or make a decision on the complaint within 10 working days keeping you informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.
- Once a decision has been reached the Compliance Manager is required to inform all parties involved of decisions or outcomes in writing. This advice will include advice that you have the right of appeal. To appeal a decision QHI must receive, in writing, grounds of your appeal. You should review the appeals procedure at this stage.
- The Compliance Manager will ensure QHI acts immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision supporting you, QHI must immediately implement any corrective and/or preventative actions that decision requires, and advise you of the outcome.
- Copies of all documentation, outcomes and further action required will be placed into the **Complaints and Appeals Register** and on the student's file by the Compliance Manager.

2.2 Appealing a Decision

You have the right to appeal decisions made by QHI where you can provide reasonable grounds. The areas in which you may appeal a decision made by QHI may include:

- Assessments conducted
- Deferral, suspension, or cancellation decisions made in relation to your enrolment
- Or any other conclusion / decision that is made after a complaint has been dealt with by QHI in the first instance.
- To activate the appeals process you must complete a **Complaints and Appeals Form** and include a summary of the grounds of your appeal. The reason you feel the decision is unfair is to be clearly explained. Contact QHI if you feel you need help and support with this process, we are here to help.
- The Compliance Manager will determine the validity of your appeal and organise a meeting in person or a conference call

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with all parties involved and attempt to seek an appropriate resolution.

- The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.
- The Compliance Manager shall ensure that QHI acts on any substantiated appeal.
- Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed:

General appeals

- Where you have appealed a decision or outcome of a formal complaint you are required to notify QHI in writing within 20 working days of the grounds of your appeal. Any supporting documentation should be attached to the appeal.
- The appeal shall be lodged by email to info@qhinc.com and addressed to the Administration Officer. The Administration Officer will add the details of the appeal to the '**Complaints and Appeals Register**'.
- The Compliance Manager will be notified and seek details regarding the initial documentation of the complaint, making a decision based on the grounds of the appeal.
- You will be notified in writing of the outcome with reasons for decisions made, and the '**Complaints and Appeals Register**' will be updated. You will be provided an option to activate the external appeals process if you are not satisfied with the outcome. You are required to notify QHI if you wish to proceed with the external appeals process.

Assessment appeals

- Where you wish to appeal an assessment you are required to notify your assessor in the first instance. Where appropriate the assessor may decide to re-assess you to ensure a fair and equitable decision is gained. The assessor will complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.
- If this is still not to your satisfaction you may formally lodge an appeal by submitting a written letter outlining your reasons for the appeal. This should be lodged with the Administration Officer and the appeal will be entered into the '**Complaints and Appeals Register**'.
- The Compliance Manager will be notified, will seek details from the assessor involved and any other relevant parties. A decision will be made regarding the appeal either indicating the assessment decision stands or provide details of a possible re-assessment by a 'third party'. The third party will be another assessor appointed by QHI.

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- You will be notified in writing of the outcome with reasons for the decision, and the '**Complaints and Appeals Register**' updated. You will be given the option to activate the external appeals process if you are not satisfied with the outcome. You are required to notify QHI if you wish to proceed with the external appeals process


2.3 Further information

If you are still dissatisfied with the decision made by QHI, you may wish to seek legal advice or contact one of the following Government bodies for further information or place a complaint about QHI:

- **National Training Complaints Hotline**
Ph: ☎ **1800 000 674.**
- **Australian Skills Quality Authority (ASQA)**
Ph: ☎ **1300 701 801**
Email: enquiries@asqa.gov.au
Website: www.asqa.gov.au

Policy Authorisation:

Responsibility: C.E.O. Ross Gregory

Signature: 

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Links – documents which relate to this document:

1-3011	Complaint Incident Report Form
8-3007	Record of Appeal Against Results Form
1-3020	Complaint Register

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