

# 1.1.0000 COMPLAINTS AND APPEALS POLICY AND PROCEDURE

## 1. Purpose

The purpose of this procedure is to outline the steps for handling complaints and appeals received from learners, employees, third parties and stakeholders of PEER. This will ensure that PEER complies with the Standards for RTOs 2015 and The National Standards for Group Training Organisations 2017,

## 2 Policy Statement

This policy and procedure aims to satisfy PEER's obligation to manage complaints and appeals in a transparent manner which enables students, employees, third-party partners and stakeholders to be informed of, and to understand their rights and obligations and PEER's responsibilities in relation to complaints and appeals.

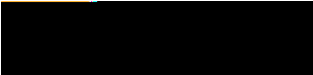
PEER is committed:

- to providing an environment in which complaints and appeals are responded to promptly, with minimum distress and maximum protection to all parties
- to ethical and responsible management, and a visible, accessible and fair complaints and appeals process
- viewing the complaints and appeals process as an opportunity to review and improve policies and practices at PEER to form part of our continuous improvement cycle
- adopting an ethical and professional approach , whilst respecting privacy and confidentiality where possible

## 3 Definitions

Competent: The consistent application of knowledge and skill to the standard of performance required in the workplace.

Competency-Based Assessment: is the process of gathering evidence and making judgment<sup>staknon</sup>



Not Competent (NC): Signifies the person being assessed has not yet demol



PEER staff:

- ensure confidentiality
- act within the constraints of legal obligations to disclose any information
- ensure as much as practicable that no victimisation of complainants, witnesses, or any other parties involved in the complaints and appeals process

PEER Management (in addition to staff):

- ensure accessibility of the compliant resolution policy and procedure to all staff, students and stakeholders
- to treat all complaints seriously and investigate as required
- to follow the principles of natural justice
- to ensure feedback mechanisms are available to all
- handle complaints in a respectful manner, staying objective, collect facts and ensure confidentiality of all parties
- refer the complaint to the CEO if the complaint cannot be resolved at this level

CEO:

- provide staff with the opportunities for necessary training in regards to handling complaints and appeals within organisational processes
- respond to any complaint that cannot be handled by PEER management
- refer complainants to relevant governing bodies and third parties as required

## **6. Complaints and Appeals Procedure - Informal**

It is expected that prior to initiating a formal complaint and appeal process, the parties involved will attempt to resolve concerns directly wherever possible.

It is expected that all parties will participate in good faith in resolving concerns so that PEER maintains a respectful workplace and learning environment.

Students, employees, third-party partners and stakeholders are encouraged to raise concerns directly with their trainer, team leader or person representing PEER, particularly where the concerns are adversely affecting the workplace or learning environment.

- RTO clients – raise the matter by talking to your trainer in the first instance or the appropriate administration staff member

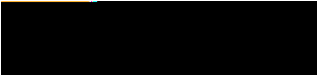
- GTO clients – raise the matter by talking to your allocated talent coach or the team, talent coaching

- External Stakeholders – raise the matter by talking to appropriate PEER staff member

- Finance/ Accounts – raise the matter by talking to the team leader, finance

If the complaint is directed towards a third-party partner of PEER, we encourage our clients to lodge a complaint through PEER's complaint procedure.

General feedback about PEER can be sent via email to [reception@peer.com.au](mailto:reception@peer.com.au)



**7. Complaints and Appeals Procedure - Formal**

Stage 1 – Lodging a formal complaint or

