

 <p>AUSTRALIAN LIFESAVING ACADEMY NEW SOUTH WALES</p> <p>Standard Operating Procedures</p>	<p>TA 3.3 Subject: Complaints and Appeals Date Revised: 5/09/2013 Version: 4.1</p>
<p>Reference: SNR 16.7</p>	<p>Revised by: Quality and Compliance Coordinator Approved by: Academy Education Manager</p>

1.0 Purpose

1.1 To ensure that all complaints are dealt with in a timely, constructive, efficient manner.

1.2 To allow for:

- An informal approach to the course Trainer/Assessor/Facilitator or individual(s) who the complaint is in relation to
- A review conducted by a Trainer/Assessor/Facilitator who has not been involved in the original assessment decision or complaint
- An independent review by an external complaints/appeals consultant or appropriate body

2.0 Scope

2.1 This procedure applies to all candidates enrolled in a course seeking to appeal against an academic decision or another complaint regarding procedural matters in relation to all SLSNSW courses.

3.0 Responsibility and Authority

3.1 It is the responsibility of the SLSNSW Academy Education Manager to record on the Complaints and Appeals Register and review all complaints and appeals.

3.2 It is the responsibility of SLSNSW to ensure complaints are dealt with efficiently, effectively, transparently, fairly and that any quality issues identified are addressed.

4.0 Procedure

4.1 Appeals Procedure

4.1.1 Member Training

4.1.1.1 A participant enrolled in a member training course who is seeking to appeal against an academic decision should undertake the following steps:

- (a) In the first instance an informal approach is to be made to the course Trainer/Assessor/Facilitator with any new evidence or clarification of existing evidence.
- (b) Assessment will be reviewed having due regard to submissions made by the participant.
- (c) Where the participant is still dissatisfied with the decision a request is to be made to their club's Chief Training Officer, in writing, for an Assessor who has not been involved in the original decision, to review the decision.

(d) Where the participant is still dissatisfied with the decision of the reviewing Branch's appointed Assessor, a written notice of appeal may be lodged to SLSNSW requesting an independent review by a SLSNSW independent Assessor.

(e) If the participant is dissatisfied with the decision of the reviewing independent Assessor, a written notice of appeal may be lodged to SLSNSW requesting and independent review by an external appeal consultant.

4.1.2 Commercial Training

4.1.2.1 A participant enrolled in a commercial training course who is seeking to appeal against an academic decision should undertake the following steps:

(a) In the first instance an informal approach is to be made to the course Trainer with any new evidence or clarification of existing evidence.

(b) Assessment will be reviewed having due regard to submissions made by the participant.

(c) Where the participant is still dissatisfied with the decision a request is to be made to the SLSNSW Academy Business Manager, in writing, for an Assessor who has not been involved in the original decision, to review the decision.

(d) If the participant is dissatisfied with the decision of the reviewing independent Assessor, a written notice of appeal may be lodged to SLSNSW requesting an independent review by an external appeal consultant.

4.1.3 Appeals will be accepted up to fourteen (14) days from the date of receipt of an assessment result.

4.1.4 All appeals received will be entered into the Complaints and Appeals Register by all Branch/Clubs and recorded by SLSNSW Education Manager.

4.1.5 SLSNSW, clubs and branches shall endeavour to act upon all appeals received in writing within fourteen (14) days of receipt.

4.2 Complaints Procedure

4.2.1 Member Training

4.2.1.1 A participant enrolled in a member training course who has a complaint on any matter other than academic decisions, should undertake the following steps:

(a) In the first instance an informal approach is to be made to the person with whom the participant has the complaint, in order to see if the matter can be resolved in a mutually satisfactory way.

(b) If the matter is not resolved to the satisfaction of both parties, a request must be made to their club's Chief Training Officer, in writing, for another person who has not been involved in the complaint, to review and have the matter resolved.

(c) If the matter is not resolved to the satisfaction of both parties, a request must be made to their Branch Education Officer, in writing, for another person who has not been involved in the grievance, to review the complaint and have the matter resolved.

(d) If the matter is not resolved to the satisfaction of both parties, a request must be made to SLSNSW, in writing, for another person who has not been involved in the grievance, to review the complaint and have the matter resolved.

(e) If the participant is still dissatisfied, a written notice of appeal may be lodged with SLSNSW requesting an independent review by an external complaints consultant, or appropriate body.

4.2.2 Commercial Training

4.2.2.1 A participant enrolled in a commercial training course who has a complaint on any matter other than academic decisions, should undertake the following steps:

(a) In the first instance an informal approach is to be made to the person with whom the participant has the grievance, in order to see if the matter can be resolved in a mutually satisfactory way.

(b) If the matter is not resolved to the satisfaction of both parties, and is not in relation to the course Trainer, an informal request is to be made to the course Trainer to see if the matter can be resolved in a mutually satisfactory way.

(c) If the matter is not resolved to the satisfaction of both parties, a request must be made to the SLSNSW Academy Business Manager, in writing, for another person who has not been involved in the grievance, to review the complaint and have the matter resolved.

(d) If the participant is still dissatisfied, a written notice of appeal may be lodged with SLSNSW requesting an independent review by an external complaints consultant, or appropriate body.

4.2.3 A complaint, if not resolved informally, must be lodged in writing no later than fourteen (14) days from the date of the incident considered to have caused the complaint.

4.2.4 All complaints received will be entered into the Complaints and Appeals Register by the SLSNSW Academy Business Manager.

4.2.5 SLSNSW shall endeavour to act upon all complaints received in writing within fourteen (14) days of receipt.

4.3 Complaints /Appeal Consultant

4.3.1 Mutual agreement is to be reached between SLSNSW and the relevant participant regarding the external consultant to be engaged for use in the external appeals process.

4.3.2 Where participants wish to use an external consultant who is not approved by SLSNSW the participant is responsible for the payment of all costs associated with the use of the external consultant in the complaints and appeals process.

4.4 Decisions

4.4.1 All assessment action will be suspended pending determination of the appeal process.

4.4.2 All decisions will be immediately communicated to participants in writing and, subject to the provisions of the administrative decision (Judicial Review) (Amendment) Act 1991, the decision of an external consultant conducting an appeal or complaints resolution will be final.

4.5 Reviews

4.5.1 The Complaints and Appeals Register shall be reviewed regularly and any changes required to SLSNSW processes and procedures shall be logged through aQM300 Improvement Request in accordance with SLSNSW Academy (Training and Assessment Division) SOP QM3.1 Continuous Improvement.

5.0 Related and Support Documentation

Standard Operating Procedure

TA3.3 Complaints and Appeals

QM3.1 Continuous Improvement

Forms

TA302 Complaints and Appeals Form

TA303 Complaints and Appeals Register

QM300 Improvement Request