

Approved by:	Quality Review Committee	Date approved:	30/3/2013	Next review:	12/01/2019
Document No:	4P01	Version No:			
Supporting documents	1P12 Code of Practice Complaints & Improvement Register 4WI27 Grievance Complaints and Appeals procedures 4F12a Student Handbook 4F23a Tutor Handbook				
References & Legislation:	Standards for Registered Training Organisations (RTOs) 2015				

1. Purpose

This policy outlines WEA Illawarra's commitment to ensuring it deals with complaints, grievances and appeals in a fair, efficient and transparent manner.

2. Scope

This policy relates to WEA Illawarra staff and participants.

3. Definitions

Appeal – an application by a participant to review an assessment decision.

Complaint - an expression of dissatisfaction or negative comment about WEA's performance, services, staff, products or facilities

Grievance - an expression of wrong suffered, for example, through discrimination, harassment or misconduct

4. Policy

WEA Illawarra will ensure it has documented procedures in place to deal with grievances, complaints and appeals in a fair, efficient and transparent manner. These procedures will be made known to participants, prior to their enrolment, and to staff.

5. Implementation

Documented procedures for dealing with grievances and appeals will be made available to staff and participants, in staff manuals, inductions and participant pre-enrolment materials and publicly available on the WEA Illawarra website.

Grievances, complaints and appeals procedures will be implemented at no direct cost to the individual who has raised the complaint or appeal.

Complainants may be assisted in relevant meetings by a non-legal support person.

Participants and staff will be provided with details of external authorities they may approach, if required, and where a grievance or appeal cannot be resolved through conciliation.

WEA Illawarra will keep records of discussions and outcomes related to a grievance, complaint or appeal.

Any matter of arising from a grievance, complaint or appeal of a systemic nature, requiring improvement action, will be reported to Management and recorded as part of the continuous improvement process.



6. Responsibilities

Management has responsibility for ensuring adherence to this policy.