

## Advance OHS

### Student Complaints and Appeals Policy (NSW)

Advance OHS aims to provide an effective and acceptable procedure for students to bring complaints and appeals to our attention. It is our policy to ensure students participation is in a friendly environment, free from any forms of coercion, unfair treatment, discrimination, victimisation, harassment or bullying.

All complaints and appeals by a student will be handled professionally and confidentially, with the aim of achieving a satisfactory resolution as soon as practicable. In accordance with access and equity principles this policy is available to all clients and stakeholders.

#### RESPONSIBILITIES OF STAFF AND MANAGERS

Managers and other designated staff are responsible for responding to student complaints in an appropriate manner. They also have the responsibility of ensuring that students involved in the complaint and appeals process understand their rights and responsibilities in relation to this policy. The officer charged with conducting the Complaints and Appeals process must ensure that all determinations are actioned and outcomes properly documented in a complaints and Appeals Form.

#### INTERNAL COMPLAINTS AND APPEALS PROCESS

We have a two (2) step internal complaints and appeals process as follows:

**Step 1** involves an *informal internal stage* to resolve complaints or appeals.

**Step 2** involves a *formal internal stage*, which requires a complaint or appeal to be made in writing and formally lodged with Advance OHS. We will undertake an investigation of the complaint or review the decision subject to appeal and a written report of the outcome of the investigation or appeal will be prepared.

We will investigate the complaint as soon as practicable.

#### Student Participation

Our face to face courses require that student to attend the full course duration. Failure to be on time either at start of the day or after a break can result into not allowing student to continue and must enrol on another day and pay the fees again.

#### Decision

Once the decision taken by the training manager and the student not happy with it, an appeal can be lodged with the advance OHS director. The director will revisit the complaint and may have a meeting with the parties involved and a decision will be reached and given in writing. If still the student not accepting the decision, the matter is to be referred to:

ASQA Info line on **1300 701 801** or email [enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au)

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## COMPLAINTS & APPEALS REPORT

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Date raised

/ /

CAR No.

Name of person initiating CAR

REASON(S)	TICK
Customer Complaint / Grievance / Appeal	
Essential Standard non-compliance	
Condition of Registration non-compliance	
Staff Complaint / Issue	
Other (specify)	

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### Section 1

Complaint/ Appeal / Problem:

Cause:

### Section 2

Action to be taken:

## COMPLAINTS & APPEALS REPORT

Who:

When:

Action required by : \_\_\_\_\_ / \_\_\_\_\_ Signed \_\_\_\_\_.

Managing Director / Training Manager

### Section 3

Agreed action completed and effective

Signed : \_\_\_\_\_ / \_\_\_\_\_.

Managing Director / Training Manager