Client Complaints, Grievance Procedures & Appeals

To establish a fair and equitable company process and procedure for dealing with client/student complaints, grievances and appeals.

Client Complaints

Berendale will attempt to resolve all verbal and/or written client complaints initially through discussion and conciliation.

- Berendale will maintain a company Complaints/ Grievance Register (which will allow identification and detail of the following issues:
  - Submission date of complaint
  - Nature of complaint
  - Date/s when cause of complaint occurred
  - Attachments (if applicable)
  - Determined Resolution
  - Date of Resolution.
- If the complaint or grievance has been conveyed by a student/trainee to the Department of Education, Science and Training (DEST), the staff member is to fairly and equitably resolve the complaint within 5 working days.

Grievances

All grievances should be approached with an open view and to attempt to resolve problems through discussion and conciliation with appropriate personnel.

- Berendale will issue a copy of the company Grievance Policy and Procedure to all new employees and clients under the RTO Conditions of Registration/Endorsement (Q.Doc.GR.02).
- Any written grievance will be documented in the Complaints/Grievance Register (Q.Doc.CREG.02) and the problem will be resolved fairly and equitably within a nominated time frame.
- If the grievance is unable to be resolved, the staff member contacts and arranges for an appropriate external and independent agent to act as mediator between the parties.
- If a grievance is associated with assessment results, the staff member, in consultation with the assessor/trainer, reviews the initial assessment and/or identifies alternative assessment methods, and notifies the trainee accordingly.
- All applicants shall be given the opportunity to formally present his or her case to the mediator.
- The applicant shall be notified in writing the outcomes of the grievance.
 Appeals

- Upon resolution of a complaint or grievance, the client/student may wish to dispute the outcome of a resolution/assessment and seek a reassessment. All appeals are requested to be submitted in writing.

- Berendale will include all appeal details in the company Appeals Register.

- If the appeal is in respect of an assessment, a reassessment is conducted within a reasonable time frame by an independent third party assessor. The appellant will be given the opportunity to formally present his/her case. This is designed to ensure fairness and consistency and underpins the continuous improvement process.

- If the appeal is to dispute the outcome of a grievance other than an assessment, the appeal will be scheduled to be heard by an independent person or panel, inviting the appellant to formally present his/her case.

- Upon a decision being made, the appellant is provided with a written statement of the appeal outcomes, including reasons for the decision. All decisions are documented by in the Appeals Register.