

## **Our Vision**

*Empowering people, building communities*

## **Our Mission**

*To bridge the gap and build communities by empowering disadvantaged and disenfranchised individuals to build their self-sufficiency through social inclusion, practical training and enhanced employment opportunities.*

# **BTG Complaints & Appeals Policy**

**February 2017**

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## Policy Statement

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Bridging the Gap's RTO (BTG) seeks to provide a fair, safe and effective environment for BTG participants to raise concerns, complaints and/or lodge an appeal. All BTG participants will be treated in a courteous and respectful manner and all functions and activity will occur in accordance with this policy.

We commit to addressing concerns promptly and equitably at no cost to participants. Our staff will act with integrity, honesty, unbiased and with utmost professionalism at all times.

We engage in a process of continuous improvement and as such, will use the learnings from complaints to further refine and enhance our training services and we will take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

## Checking BTG's Credentials as an RTO

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If you would like to check BTG's Registered Training Organisation (RTO) status, the National Register, [www.training.gov.au](http://www.training.gov.au), lists all RTOs in Australia and the qualifications, courses and units of competency they are registered to provide (i.e. their scope of registration).

You can use the training.gov.au search function to confirm that BTG is an RTO.

Once you have used training.gov.au, you can check:

- BTG's scope of registration (select the 'Scope' tab to see the qualifications, courses and units of competency your provider is registered to deliver)

## Our Promise

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BTG is committed to providing a quality service and achieving the highest standards of conduct. One of the ways we can continue to improve our service is by listening and responding to the views of our customers.

We aim to ensure that:

- lodging a grievance or making a complaint is as easy as possible
- we treat a complaint as any clear expression of dissatisfaction with our service which calls for a response
- we treat it seriously whether it is made by telephone, by letter, email, or via the 'contact us' page on our website
- we deal with it promptly, politely and, where appropriate, informally (for example, by telephone)
- we respond in the right way – for example with an explanation, or an apology where we have got things wrong, or information on any action taken; and
- we learn from complaints, and use them to improve our service

## Complaints / Grievance Procedure

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BTG acknowledges the right of participants to complain and implement grievance procedures. We encourage informal raising of minor issues so they can be dealt with immediately where possible and not allowed to escalate.

We undertake to ensure procedural fairness and natural justice is adopted at every stage of the process; as such, the following will occur:

- We encourage any participant with a complaint to advise their Trainer in the first instance, and they will then endeavour to resolve the issue within a timely manner
- Should the participant be reluctant to speak personally to their Trainer, they can lodge their complaint to [training@bridgingthegap.org.au](mailto:training@bridgingthegap.org.au) where it will be managed by a Coordinator or Manager. The participant will receive acknowledgement of their email and be advised of the next steps
- If the Trainer is unsuccessful in resolving the issue, the participant should submit their grievance in writing. A staff member, or other third party, can assist with completing any written documentation if requested to do so. The complaint will be escalated to a Coordinator or Manager who will investigate
- It is common procedure for the Coordinator/Manager to conduct separate interviews with all parties concerned as part of the investigative procedure
- The Coordinator/Manager will review all of the evidence and information and make a decision on how best to manage the situation
- Within 10 working days of the written complaint, the participant will be contacted in writing with an appropriate response and notification of the outcome
- Should the complaint still be unresolved then the issue will be referred to the CEO
- Where it is considered that more than 60 calendar days are required to process and finalise the complaint, BTG will clearly state in writing the reasons why the extended period is needed and ensure there are regular updates to the complainant
- The participant will be advised of external options to seek outside assistance to pursue the complaint
- All complaints, related documentation and records will be treated with the strictest confidence
- Actions to resolve the complaint will be recorded in writing, securely stored and used for continual improvement of service.

Please note that a complaint may be withdrawn at any time.

BTG will not disadvantage any participant who lodges a complaint and will make every attempt to remedy and/or act upon any complaint within a timely and efficient manner. BTG values all participants and strives to ensure it is providing customer satisfaction.

## Specific Appeal Process against an Assessment Decision

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- Discuss the assessment result with your Trainer and explain why you do not agree with the decision
- Provide any evidence to support your claims
- The assessor will consider the case and make a determination as to whether the original assessment is upheld or amended. This will be documented in writing and forwarded to the Training Manager to review the reasoning and assessment evidence against the required benchmarks
- Any decisions will be finalised by the Training Manager and the student notified of the outcome and the reasons
- This process will be completed within 10 working days
- If the decision is still disputed, a formal appeals process can be implemented

## Appeal Process

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At the end of the complaints process, if a participant is still not satisfied with the outcome of their complaint they have the right to an external appeal. However, it should be noted that the participant will be responsible for any costs incurred as a result of an independent review and/or appeal process.

An appeal involves an independent review of the decisions made, including assessment decisions. To find out more, visit the Training Accreditation Council (TAC) website or email [tac@des.wa.gov.au](mailto:tac@des.wa.gov.au)

## Form for Recording Complaints, Grievances and Appeals

<b>Name</b>			
<b>Date</b>		<b>USI</b>	
<b>Complaint Details</b>			
<b>Initial point of Contact</b>			
	<b>(Name)</b>	<b>(Position)</b>	
<b>Response</b>			
<b>Action (timeframes)</b>			
<b>Outcome(s)</b>			
<b>Report of Further Action</b>			
<b>Organisational lesson in incident</b>			
<b>Results</b>			
<b>Completion Date</b>			