



SKILLHIRE

P062

Complaints & Appeals Policy

In this policy the terms:

- "Employee" includes a contractor (or a contractor's employees); and
- "Company" refers to Skill Hire.
- "Student" includes a candidate, trainee, apprentice, participant, and client.

Definition

Client refers to anyone including staff and students who use or work for Skill Hire Training and Assessing.

Complaint refers to when a client is dissatisfied with an aspect of the RTO's services and requires action to be taken to resolve the matter.

Appeals refer to when a client is not satisfied with a decision that the RTO has made.

Policy Objective

The objective of this Policy is to create an environment whereby complaints and appeals are managed fairly, efficiently and effectively and where client's views are valued.

1. Commitment

At Skill Hire, we are committed to ensuring our workplaces are free of discrimination, harassment and bullying with equity in employment for all people employed or seeking employment. We are committed to ensuring our workplaces are inclusive of people of all backgrounds including those who identify as Aboriginal or Torres Strait Islander. We are also committed to ensuring our workplace is inclusive for people that have disabilities, medical conditions including mental health. This commitment is based on the need to ensure that our company complies with State and Federal Equal Opportunity laws and to ensure that every person is given a fair and equitable chance to compete for appointment, promotion or transfer and to pursue their career as effectively as others.

Skill Hire is committed to an environment of continuous improvement and utilising this to minimise complaints and appeals. Where a person has a complaint or appeal there is a fair procedure to manage this.

2. Timeframes

The RTO endeavours to provide a response to all complaints and appeals within a period of ten working days.

The RTO will ensure that all complaints are resolved with 30 working days, unless otherwise agreed with the complainant.

3. Complaints & Appeals Contact

For questions or concerns relating to this policy please contact:

Carly Bradley
Skill Hire WA Pty Ltd
M | 0406 460 506 E | carlyb@skillhire.com.au

4. External Appeals

The RTO's complaints policy and appeals policy:

- Ensures the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process.
- Is publicly available through all websites (both for Skill Hire (RTO ID 0361) and Nara Training and Assessing (RTO ID 4518).
- Set out the procedure for making a complaint or requesting an appeal (refer procedure).
- Ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable.
- Provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

5. Policy Review

This policy will be reviewed each year and as a standing item, include details of the date it was reviewed.

5.1 Policy Additions or Amendments

Separate to the mandated annual review, the policy may be varied at any time due to legislative changes or to fall in line with widely accepted best practices in the workplace. In the event of any changes, the policy will be updated and relevant stakeholders advised.

6. Related Documents

- RTO-PR024 Complaints & Appeals Procedure

7. Schedule of Approvals & Amendments

Status Initial document / Amendment	Approved By	Date of Review	Scheduled Review
Changed to meet requirements of Standards for RTOs 2015	C Bradley	27.3.15	27.3.16
Annual Review	F Brotsma	4.4.17	4.4.18
Minor updates to elaborate	L Hollows	4.4.19	4.4.20



Richard Kiel
General Manager