



## Complaints and Appeals Procedure

### Purpose

Through this procedure, HIVE – Hampton Institute of Vocational Education (HIVE) outlines its approach to managing complaints and appeals and ensures that all clients, learners, employers and other stakeholders are aware of the steps to take to have their complaint or appeal addressed appropriately.

This policy provides an avenue for all complaints and appeals to be addressed in a fair, efficient and confidential manner.

The word 'complaint' within the following refers to either a complaint or an appeal.

### Procedure

#### Stage 1 - Formal Complaint

Action	Details	Responsibility
1.1 Make the complaint in writing.	<ul style="list-style-type: none"> <li>a) All complaints should be emailed to <a href="mailto:learners@hive.edu.au">learners@hive.edu.au</a>.</li> <li>b) When making a complaint, provide as much information as possible to enable HIVE to investigate appropriately and determine an appropriate solution.</li> <li>c) The complainant is invited to include suggestions about</li> <li>d) how the matter might be resolved.</li> </ul>	Complainant
1.2 Acknowledge receipt of complaint and commence process.	<ul style="list-style-type: none"> <li>a) Provide receipt of the complaint to the complainant within (5) days</li> <li>b) Commence the complaints and appeals process within ten (10) business days of receipt of the written complaint. All reasonable measures must be taken to finalise the process as soon as practicable and within twenty (20) business days. If the matter is particularly complex and goes onto stage 2 of the complaints process or further, it may take longer to resolve.</li> </ul>	Training Manager / Learner Support Manager
1.3 Investigate and review the complaint	<ul style="list-style-type: none"> <li>a) Upon receiving the complaint, the Manager may request further details from the complainant. This may be sought by written or verbal request or by face-to-face interview with the complainant and/or respondent(s).</li> <li>b) When such clarification occurs in a face-to-face interview, the persons being interviewed may have another person accompany them.</li> <li>c) Investigation into the matter will take place to ensure HIVE has accurate, complete and relevant information.</li> <li>d) The Manager will review the information and decide on the appropriate actions to be taken.</li> </ul>	Training Manager / Learner Support Manager



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1.4 Recommend resolution and provide report to complainant	<ul style="list-style-type: none"> <li>a) The Manager will endeavor to resolve the complaint. Within ten (10) days, HIVE will provide a written report to the complainant on the steps taken to address the complaint and will include their recommendations and reasons for their decision.</li> <li>b) The report will further advise the complainant of right to access the internal appeals process if they are not satisfied with the outcome of the formal complaint.</li> </ul>	Training Manager / Learner Support Manager
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## Stage 2 – Internal Appeal

Action	Details	Responsibility
2.1 Escalate complaint – lodge appeal to Operations Manager to review	<ul style="list-style-type: none"> <li>a) Appeal is re-assessed and reviewed by another trainer/assessor or support staff to verify if appeal is warranted.</li> <li>b) Where appeal is warranted, learners' complaint is reviewed, and action taken to resolve the issue. Learner Management System database and response to learner is updated and communicated to all trainers and assessors to identify any continuous improvement to assessments processes, documents and outcomes.</li> <li>c) Where appeal is unwarranted, learner is notified of outcome and supporting evidence as to why appeal is unsuccessful. At this point, the appeal should be resolved and remaining steps in the process should not be entered into unless the learner is dissatisfied with the outcome.</li> <li>d) If the complainant is dissatisfied with the outcome, they may lodge an appeal with the Operations Manager (who is senior to the original decision maker).</li> <li>e) An appropriate person or committee will be appointed to consult with the complainant and other relevant parties within ten (10) business days.</li> <li>f) Where possible such consultations should take the form of face-to-face interviews. The complainant or the respondent may ask another person to accompany them to these interviews.</li> <li>g) Following the consultation, the Operations Manager (or nominee) will provide a written report to the complainant with ten (10)</li> </ul>	Training Manager / Learner Support Manager



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	<p>business days, advising the further steps taken to address the complaint, including the reasons for the decision.</p> <p>h) The report will further advise the complainant of their right to access the external appeals process if they are not satisfied with the outcome of their internal appeal.</p>	
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### Stage 3 – External Appeal

Action	Details	Responsibility
3.1 Escalate to an external mediator for review (if required)	If the complainant is dissatisfied with the outcome of their appeal, they may make a written request to HIVE that they wish the matter be dealt with through an external dispute resolution process facilitated by the Dispute Settlement Centre of Victoria (DSCV)	Complainant / Operations Manager / External Mediator
3.2 Round table discussion to occur	DSCV will arrange for a Round Table Discussion (RTD) to be held between HIVE and the complainant. DSCV do not charge a fee for this service. DSCV's Melbourne Contact Details Tel: 1300 372 888 <a href="https://www.disputes.vic.gov.au">https://www.disputes.vic.gov.au</a>	DSCV
3.3 Report to HIVE's Operations Manager and Complainant	<p>a) The mediator will report to HIVE's Operations Manager or nominee and to the Complainant, the outcome of the mediation, including any recommendations, on the day of the review.</p> <p>b) HIVE agrees to be bound by the independent mediator's recommendations and the Operations Manager, or nominee, will ensure that any recommendations made are implemented within thirty (30) days of receipt of the mediator's report.</p>	DSCV

### Stage 4 – External Body

Action	Details	Responsibility
4.1 If not satisfied with outcome, refer complaint to external body	At the conclusion of the complaint, if the complainant is not satisfied with the outcome of the external appeal, the matter can be referred to the National Training Complaints Hotline Tel: 13 38 73 Student Enquiry Line: 1800 020 108 Email: <a href="mailto:skilling@education.gov.au">skilling@education.gov.au</a> Website: <a href="https://www.employment.gov.au/national-training-complaints-hotline">https://www.employment.gov.au/national-training-complaints-hotline</a>	

### Records of Complaints and Appeals and their outcomes



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5.1 Record complaint and outcome	<ul style="list-style-type: none"><li>a) Following the complaint, appropriate actions will be taken by HIVE to prevent the problem from recurring through its Continuous Improvement and Quality Assurance policy and procedures.</li><li>b) The Operations Manager will log the complaint details and outcome on HIVE's Complaints and Appeals Register for review by the CEO/Principle.</li></ul>	
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#### Office Use Only

##### Related Policies

Complaints and Appeals Policy  
Continuous Improvement and Quality Assurance Policy  
Privacy and Personal Information Policy

##### Related Procedures, Forms & Documents

Complaints and Appeals Register  
Complaints and Appeals Flow Chart  
Continuous Improvement Register