



Complaints and Appeals Policy

Purpose

Through this policy, HIVE – Hampton Institute of Vocational Education (HIVE) ensure it responds effectively to individual cases of dissatisfaction.

This policy outlines HIVE's approach to managing complaints and appeals. It ensures that all clients, learners, prospective learners, staff and other stakeholders are aware of the steps to have their dissatisfaction addressed appropriately.

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

Definitions

Complaint – a person's expression of dissatisfaction with any service provided by HIVE.

Appeal – a request to review a decision that has previously been made.

Policy

1. Complaints and Appeals Systems

- 1.1. Despite all efforts of HIVE to provide satisfactory services to its learners, clients, staff and other persons, complaints may occasionally arise requiring formal resolution.
- 1.2. HIVE is committed to developing and maintaining an effective, timely, fair and equitable complaints and appeals system for all learners. HIVE aims to:
 - a. Develop a culture that views complaints and appeals as an opportunity to improve the organisation and how it works;
 - b. Set in place a complaints and appeals handling system that is client focused and helps HIVE to prevent these events from recurring;
 - c. Ensure that any complaints and appeals are resolved promptly, objectively and with sensitivity and in complete confidentiality;
 - d. Ensure that the views of each complainant and respondent are respected and that any party to a complaint or appeal is not discriminated against or victimised; and
 - e. Ensure that there is a consistent response to complaints and appeals.

2. Nature of Complaints and Appeals

- 2.1. Complaints and appeals may be made in relation to any of HIVE's activities and decisions such as:
 - a. The enrolment, induction/orientation process;
 - b. The quality of Training/Assessment provided;
 - c. Training and assessment matters, including learner progress, assessment curriculum and awards in a course of study;
 - d. Access to personal records;
 - e. Decisions made by HIVE; and/or
 - f. The way someone is treated.



3. Resolving Issues before they become a formal complaint

3.1. Learners and clients are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned to deal with the issue before it becomes a formal complaint. HIVE's Assessors and other staff members are available to assist learners to resolve their issues at this level.

4. Lodging a Complaint

4.1. Formal complaints and appeals may be made in writing to learners@hive.edu.au according to the Complaints and Appeals Procedure. All parties are encouraged to approach matters with an open view and to attempt to resolve problems through discussion and conciliation. HIVE acknowledges the need for an appropriate independent party to mediate where an outcome cannot be reached internally.

5. Resolution Timeframe

5.1. All formal complaints and appeals will be responded to efficiently to ensure an effective resolution within a reasonable timeframe, usually twenty (20) business days, or as soon as practicable. However, in some cases, particularly if the matter is complex, the resolution, may take longer.

6. Complaints and Appeals Register

6.1. All formal complaints and appeals and their outcomes will be recorded on the Complaints and Appeals Register. In addition, the register will be regularly reviewed by management and used as an opportunity for improvement and reflection.

7. Timeframe for Assessment Appeals

7.1. Learners have the right to make an appeal against the academic decision made by HIVE.
7.2. Appeals against any decisions of a non-academic nature are to be made in writing following the Formal Complaints and Appeals procedure.
7.3. Appeals against assessment decisions and other academic matters should initially be addressed with your course tutor approaching other Assessors or Senior Staff members of HIVE. If you feel that this issue has not been adequately addressed or resolved an appeal against assessment decisions and other academic matters may then be made in writing within twenty-one (21) days of the original decision being made.

8. Enrolment Status

8.1. Where a learner chooses to access this policy and procedure, HIVE will maintain the learner's enrolment while the complaints handling process is ongoing.

9. Record Keeping and Confidentiality

9.1. A written record of all complaints and appeals handled under this policy and procedure and their outcomes shall be maintained for a period of at least five (5) years to allow all parties to the complaint or appeal appropriate access to these records.
9.2. All records relating to complaints and appeals will be treated as confidential and will be covered by HIVE's Privacy and Personal Information Policy.

10. Non-limitation of Policy

10.1. This policy and related information do not replace or modify those or any other responsibilities, which may arise under other policies or under statute, or any other law. Nothing in this policy and related procedure limits the rights of individuals to take action under Australia's Consumer Protection laws. Also, this policy does not circumscribe an individual's rights to pursue other legal remedies.



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HIVE

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VOCATIONAL EDUCATION

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Related Policies

Continuous Improvement and Quality Assurance Policy
Privacy and Personal Information Policy
Assessment Policy

Related Procedures, Forms & Documents

Continuous Improvement Register
Complaints and Appeals Procedure
Complaints and Appeals Register