

8a. eduClick - Complaints and Appeals Process

Policy Statement

This policy outlines our approach to handling complaints and appeals, ensuring fair and transparent processes for all students enrolled in our programs. Our goal is to resolve issues promptly and equitably, maintaining confidentiality and providing support throughout the process.

This policy applies to all students and staff of eduClick. Students may lodge complaints or appeals regarding any aspect of their training, including assessment decisions, support services, and interactions with staff or fellow students.

Complaints and appeals will be investigated and dealt with by an employee who is independent of the complaint or appeal. All persons are expected to act in good faith, seek to achieve an amicable resolution, and be provided with the opportunity to respond to complaints or appeals. All persons may nominate a support person or advocate during any stage of the process.

Objectives

- To provide a clear and accessible process for lodging complaints and appeals.
- To ensure fair, unbiased, and equitable handling of complaints and appeals.
- To maintain confidentiality and privacy throughout the process.
- To use feedback for continuous improvement of our services.

Initiating complaints and appeals.

Complaints may result from actions taken against a student who is not complying with our policies and procedures in relation behaviour, misconduct, or unfair treatment.

Appeals may relate to assessment decisions that were made without sufficient consideration of facts, evidence, special circumstances, inadequate assessment instructions, or assessment tasks that were not marked fairly by the assessor.

Responsibilities

Students can lodge complaints and appeals and are encouraged to engage in the process openly and honestly.

All eduClick staff are responsible for implementing the policy, handling complaints and appeals promptly, and ensuring fairness and confidentiality.

Management oversees the complaints and appeals process, ensures compliance with regulatory guidelines, and takes corrective actions as needed.

Procedure

Informal Complaint Process

1. Students are encouraged to approach any staff member to discuss their concerns informally.
2. Staff members will attempt to resolve the issue through discussion and mediation.
3. Staff are encouraged to involve the CEO or nominated delegate to review the complaint.
4. If the issue is not resolved informally, students may proceed to the formal complaint process.
5. Students must make an informal appeal before commencing a formal appeal.

Formal Complaint Process

1. Students must submit a formal complaint using the Complaints and Appeals Form.
2. The complaint will be acknowledged within five (5) working days, and an investigation will commence.
3. The investigation will be led by the CEO or Quality and Compliance Manager.
4. All parties involved will be given the opportunity to present their case.
5. The outcome will be communicated in writing to the student within 15 working days of the conclusion of the review.
6. Students dissatisfied with the decision of a formal complaint process can lodge a final appeal within 20 working days. This appeal will involve an external mediator.

External Mediation

If a formal appeal is not resolved to the satisfaction of the involved parties, eduClick may engage an external mediation company to facilitate a resolution. Mediation is a voluntary and confidential process where a neutral third party helps the disputing parties reach a mutually acceptable agreement.

External agencies that may be engaged include:

Dispute Settlement Centre of Victoria <https://www.disputes.vic.gov.au>

National Training Complaints Hotline <https://www.dewr.gov.au/about-department/contact-us>

1. eduClick will engage the services of an external mediation company to initiate the external mediation process.
2. The external mediator will coordinate meetings with the parties.
3. All parties will participate in a mediation session facilitated by the mediator, where they can present their information and evidence.
4. The mediator will assist in reaching a resolution that is acceptable to all parties involved.
5. The mediator's decision is final and binding.

Additional Resources

National VET Regulator Australian Skills Quality Authority (ASQA) - www.asqa.gov.au

Confidentiality and Privacy

We are committed to maintaining the confidentiality and privacy of all parties involved in complaints and appeals. Personal information will be handled in compliance with relevant privacy laws and regulations

Contact Information

For more information or to access support services, please contact:

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