

3. Complaints and Appeals Procedures

Governing policy:	CONTINUOUS IMPROVEMENT
Associated Documentation	Record of Student Complaints and Appeals Continuous Improvement Log 2024-25 Standard VET Funding Contract Skills First Program - Clause 1.3 (e) of Schedule 1 Skills First Quality Charter Standard 6, Clause 6.1 to 6.6
Records:	Nil
Definitions:	Nil

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Implementation Date: 08/01/2024

Approved by:

Complaints - Procedure

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The complaints and appeals policy and procedure discusses the actions that are required to be taken in the event of a student concern,

2	<p>All attempts will be made by Parker Brent to resolve the complaint internally with all parties involved</p>			<p>complaints and appeals' form as well as any supporting evidence provided.</p> <p>The Compliance Manager will forward to the CEO if required. The complaint will be recorded in the complaints and appeals folder stored in the Parker Brent office as well as in the 'Register of Complaints and Appeals' which is kept electronically by the Compliance Manager. This register will be used to keep track of responses and correspondence between the student and Parker Brent staff. The Training Administration Officer will ensure that student complaints are also stored in the respective student files.</p> <p>The parties involved in the allegations of a complaint or appeal will be advised (where appropriate). The relevant staff member will investigate the complaint or appeal within 20 working days of the date being submitted by the complainant/appellant and request any further clarification and documentation from all relevant parties to resolve the matter. This may involve face to face meetings or interviews or any other action that is deemed suitable by Parker Brent as required.</p> <p>At the time of the meeting, either party is able to have a third party support such as a family member, friend, or other professional support person that can be present however, this is at the cost of the party engaging the third party support. All discussions and meetings with all parties are documented appropriately. After a complaint or appeal has been investigated, the relevant staff member and manager may decide to dismiss the complaint or appeal or take further action. If further action is required or if the complaint or appeal is resolved, Parker Brent will notify the complainant within 14 working days outlining the reasons for the decision and an appropriate action.</p>
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