

Complaints and Appeals Policy



The policy relates to the School of Volunteer Management (SVM), The Centre for Volunteering.

Overview: SVM seeks to prevent complaints and appeals by ensuring that learners (students) are satisfied with their course and its outcomes.

In addition to their functional expertise, staff are expected to be fair, courteous and helpful in all dealings with students. Part of the maintenance of a positive environment is a fair and open complaints and appeals policy made available to all students.

For this reason SVM is committed to providing an effective, efficient, timely, fair and confidential complaints and appeals handling procedure.

All complaints are taken seriously and their findings incorporated into procedures, as appropriate, in accordance with SVM continuous improvement practices.

If you have a complaint, in the first instance contact the Learning & Development Coordinator at SVM:

Phone: 02 9261 3600

Email: svmadmin@volunteering.com.au

Full details on policy and procedure are below

Purpose: The purpose of this policy is to ensure that any student complaints and appeals are handled in a fair and unbiased manner and that students are provided sufficient information regarding the complaint and appeal process.

Definitions:

Complaint: refers to dissatisfaction with a service or treated received

Appeal: refers to dissatisfaction with an assessment made by SVM

Responsibility: The Learning and Development Coordinator is responsible for responding to all complaints and appeals and ensuring that all learners are made aware of this policy within the Student Handbook.

PRINCIPLES

These principles apply to all stages of this complaints/appeals handling procedure which will be adhered to by SVM:

- Every effort will be made to resolve complaints in good faith and in the first instance, informally.
- The complaint and appeal will be dealt with promptly. The length of time involved may vary in accordance with the complexities of the case. Under normal circumstances the Complainant can expect at least a provisional written response within 10 working days of presenting their complaint or appeal. If resolution takes longer, the Complainant will be kept informed in writing on the progress of the case.
- Where SVM considers more than 60 calendar days are required to process and finalise the complaint or appeal, we will inform the complainant in writing, including why more than 60 days are required, and maintain regular contact with the complainant on progress.

- At all stages of the process, discussions relating to complaints and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant
- **Records of all complaints / appeals will be kept.** All complaints / appeals must be documented on the Complaint/ Appeal Record and reported to the Quality Assurance Manager.

Before an issue becomes a complaint or appeal, **Complainants are encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned.** There are staff available to assist the resolution of issues at this level. Please note that it is not mandatory for complainants to raise a complaint formally.

Complaint Process

If a student feels they have a complaint, or believes they have been discriminated against or harassed, or believes they have grounds for an appeal against the assessment of their work they should immediately report the complaint / appeal through the following steps:

1. **Contact the Learning & Development Coordinator at SVM** -
Colleen Williams
Phone: 02 9261 3600
Email: svmadmin@volunteering.com.au

Alternatively complaints may initially be directed to trainer or tutor directly. Please clearly explain the problem, and attempt to resolve the issue with the trainer, or tutor directly. If unsatisfied they should then approach the SVM coordinator. The coordinator will attempt to identify the main issues of the complaint and/or attempt to resolve the matter.

2. If the issue is unresolved by the Learning & Development coordinator, the complaint should be made formally in writing to: -
The Director of Office and People at the Centre for Volunteering
Heesun Chung
Email: hchung@volunteering.com.au
3. If the complaint remains unresolved, the complaint should be detailed in writing to the CEO, Gemma Rygate

If the procedure above is followed and still no resolution reached, the complaint or appeal will be handled by an appropriate independent arbitrator.

Appeals Process

In the event of an assessment being deemed Not Yet Competent, students are provided with feedback and guidance as to further work required.

To appeal an assessment decision, students should, wherever possible, try to resolve concerns or difficulties with their Assessor at this time. If the appeal is not resolved, contact the Learning and Development coordinator at 02 9261 3600 or svmadmin@volunteering.com.au and every effort will be made to find an alternate assessor within SVM. For appeal cases that remain unresolved, and if a learner insists on an independent assessment, this may be at their cost.

Related Policies and Procedures

1. Student Handbook
2. Consumer Protection Policy