

GEST Complaints & Appeals Procedure

PURPOSE

1. The Gippsland Employment Skills Training Inc (GEST) Complaints and Appeals Procedure is based on providing and maintaining training and other services that are fair and reasonable and afford a forum where issues or inadequacies can be resolved.
2. The process employed by GEST provides adequate opportunity for complaints and appeals to be forwarded to GEST Management in a timely, confidential and sensitive manner.
3. At GEST the Training Coordinator is appointed as the first-line Complaints Resolution Officer for issues related to the Training Department. The CEO is the Complaints Resolution Officer for all other issues and will oversee complaints involving the Training Department.
4. The objective of this Procedure is to ensure that GEST staff, and those acting on behalf of GEST, act in accordance with the GEST's Code of Practice. The Procedure provides students, clients and stakeholders with a clear process to follow in order to register a complaint or appeal. It also ensures all parties involved are kept informed of the resulting actions and outcomes.

SCOPE

5. All GEST operations.

PROCEDURE

6. All complaints and appeals should be committed-to in writing at the earliest possible opportunity utilising the Notice of Grievance Form. The GEST Complaints and Appeals Policy should be read in conjunction with this document.
7. A submitted Notice of Grievance Form will constitute a formal complaint from the student, client or stakeholder.
8. The CEO of GEST will be informed immediately on receipt of a student, client or stakeholder complaint and appeal.
9. The CEO of GEST may delegate responsibility for the resolution of the complaint or appeal as required.
10. In the case of a complaint and or appeal, the CEO of GEST will oversee and manage a transparent, participative process to deal with the issues at hand.

11. Complaints or appeals, where possible, are to be resolved within 14 working days of the initial application.
12. In all cases the final conclusion will be endorsed by the CEO of GEST.
13. The complainant/applicant will be advised in writing of the outcome of their complaint or appeal.
14. If the outcome is not to the satisfaction of the client, he or she may seek an appointment with the CEO of GEST.
15. The CEO of GEST's decision will be final. The client has the option to seek outside assistance to pursue the complaint, grievance or appeal.
16. All grievances, complaints and appeals will be handled as Staff-In-Confidence.
17. All complaints/appeals will be discussed at Management Review meetings for continuous improvement of the processes.
18. All Complaints Grievances and Appeals are to be held on file located in GEST Administration/Reception Office.
19. Details concerning the scope of GEST Complaints and Appeals Policy and Procedure are to be clearly displayed throughout the GEST organisation and contained within the Student Handbook.
20. Appendix 1 (page 3 of this document) details the Complaints and Appeals Process as a flow chart.

APPENDIX 1 to GEST COMPLAINTS AND APPEALS POLICY

COMPLAINTS AND APPEALS PROCESS

