

P5 Complaints and Appeals policy and procedure

1. Purpose

The purpose of this policy and procedure is to assist all parties to resolve any difficulties, grievances, complaints and appeals in a prompt, impartial and just manner. All academic and non-academic complaints about ChemCERT services are handled in an equitable, fair, transparent, objective and timely manner. Confidentiality and anonymity are preserved where possible.

2. Scope

This policy applies to ChemCERT students, or persons who have demonstrated an intention to enroll as a student at ChemCert.

3. Policy

ChemCERT values its students and where a student believes that their learning experience does not meet their expectations, students are able to raise their concerns through the Complaints and Appeals policy and procedure.

ChemCert is committed to:

- Ensuring this policy and procedure is made publicly available to students.
- Resolving the complaint in a timely manner as stated in the timeframes as part of the procedure.
- Ensuring confidentiality at all stages of the Complaints and Appeals process.
- Records of complaints and appeals are kept strictly confidential.
- Ensuring the complainant or respondent is not victimized or discriminated against.
- Ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process Where possible resolving a complaint or appeal at the informal stage of the process.
- Allowing the student to be advocated for and supported by a representative if desired.
- Ensure continuous improvement arising from complaints.
- Records are kept of all complaints, appeals and feedback and any actions taken by ChemCert to resolve any issue. ChemCert uses this information to ensure continuous improvement in the provision of its training services.

4. Procedure

4.1 Informal Complaint

An informal complaint is the first step in resolving concerns a student might have, normally through a verbal or written discussion. An informal complaint can be made through the following avenues:

- Students can discuss their concerns in a respectful manner with the Trainer/Assessor in class. If it cannot be immediately resolved, the Trainer/Assessor will direct the informal complaint to the ChemCert Head Office. Students will be contacted by a designated staff member via phone.
- Online students will be able to direct their concerns to the Trainer/Assessor via email.
- Complaints about Trainer/Assessors and assessments, where appropriate, can be expressed through the general course feedback forms that all students are presented with at the conclusion of a course. This general feedback mechanism is an anonymous

process. If it is a matter that cannot wait until the conclusion of the course, students can contact the Enrolment Centre via phone 1800 444 228 or email to complaints@chemcert.com.au. Complaints received will remain confidential and escalated to management if required.

If the complaint is regarding the conduct of a ChemCERT member of staff or student, due to harassment or bullying, respectfully leave the group or room and contact the Enrolment Centre immediately on 1800 444 228. If you feel you are in any danger please make a venue staff aware. Emergency services may be contacted if required.

ChemCERT will attempt to resolve the Informal Complaint within five (5) working days.

4.2 Formal Complaint

If the student is not satisfied with the resolution, a formal complaint can be lodged directly to ChemCert in written form via email to complaints@chemcert.com.au or post to ChemCert Training Group 1, PO Box 547 St Leonards NSW 1590. Any complaints received remains confidential and are assigned to an impartial staff member who will investigate into the complaint and contact the student to discuss the concerns raised. A written response with the outcome of the student complaint will be made within 20 business days from the receipt of the student's complaint.

All complaints are dealt with as promptly as possible, but if the complaint takes longer than 60 days to finalise, the student will be sent a letter outlining the reason why. The student will also be notified of how the complaint is being handled.

If the student is unsatisfied with the outcome the student may appeal the decision made by ChemCert using the Appeals Process.

4.3 Appeals process

A student may appeal the outcome of the formal complaint. This is to be submitted to ChemCERT in written form via email to complaints@chemcert.com.au or ChemCert Training Group, PO Box 547 St Leonards NSW 1590. This will be assigned to an impartial staff member who will consult with the Appeals Committee to review and discuss the case.

A response of the outcome of appeal from the Appeals Committee will be sent to the student in writing within 10 business days from the receipt of the student's appeal.

4.4 Australian Skills Quality Authority

In circumstances where it is not possible to arrive at a resolution, and students are still not satisfied with how the complaint has been handled, students can contact Australian Skills Quality Authority (ASQA) via their website www.asqa.com.au or calling 1300 701 801.

4.5 Relevant documents

- S1 Student Handbook

4.6 Document Control

Document Name	P5 Complaints and Appeals policy and procedure
Version no.	1.5
Approved by	Brenden McMahon, CEO and Managing Director
Approval date	29/05/2023
Next Review date	29/05/2024
Last updated date	Changes made
14/05/2019	New document with extracted information from Company Processes.

06/12/2019	Minor update. Policy reviewed by Leadership Team and approved by CEO.
30/01/2020	Minor update.
11/08/2020	Major update to Section 4. Major changes reviewed by relevant stakeholders.
21/09/2021	Minor update. Policy reviewed by Leadership Team and approved by CEO.
29/05/2023	Minor update. Grammatical changes. Removal of online complaints form'