

arrow training
make it happen

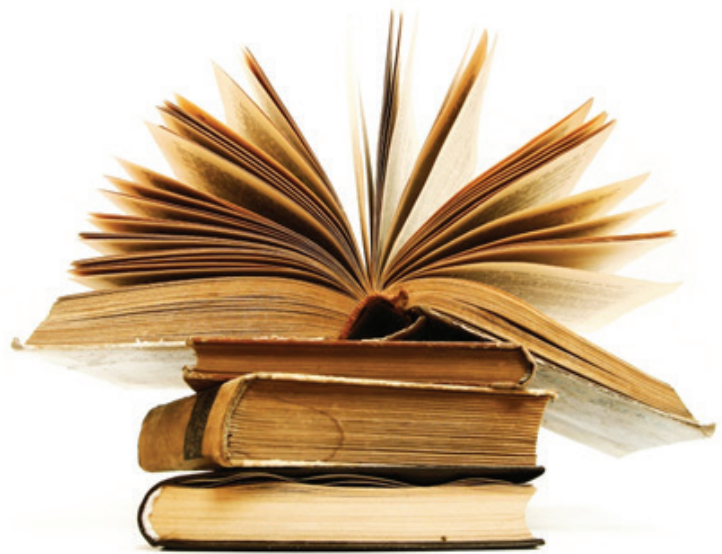
make it
happen

“
**TRAINING WORTH
TALKING ABOUT**
”

How to lodge a complaint?

You may find a time when you don't agree with an assessment decision or the way training is being conducted and you wish to lodge a complaint or appeal a decision. It's OK, we're here to help and support you through this process.

At Arrow, we take the stance that complaints give us the opportunity to enhance and improve the quality of our services and therefore we welcome and encourage feedback from our students and employers (as well as any other stakeholder- staff and contractors)



Arrow commits to:

Treating your complaints and/or appeals in a fair, constructive and timely manner

Handling all disputes professionally and confidentially in order to achieve a satisfactory resolution.

What are they?

Appeal

An appeal is where a student, employer or stakeholder may dispute a decision made by Arrow. The decision in question may be an assessment decision or may be about any other aspect relating to Arrow operations.

Complaint

An expression of dissatisfaction with an action, product or service provided by Arrow. Complaints may be received from students, employers, stakeholders.

STEP 1- LET'S TALK

If you have any concerns or are dissatisfied with Arrow in anyway- please talk directly to your trainer.

In the event you would like to speak with someone other than your trainer, please call Fran on 0400 662 116. Fran Ward Emmerson is our General Manager and would love the opportunity to resolve any issue you may have.

If you would like to make a formal complaint, please proceed to STEP 2



STEP 2- COMPLAINT IS LODGED

Student or employer lodges Complaint in writing to the General Manager, 184 Rathdowne St, Carlton, VIC 3053 or info@arrowtraining.com.au

- The following details should be noted on the form provided or letter:
 - o Who was involved
 - o Why a complaint is being lodged (circumstances surround the issue)
 - o Any evidence including dates and documentation
 - o The name of any witnesses who could support the case



STEP 3- COMPLAINT IS RECEIVED AND ACKNOWLEDGED

- General Manager will record complaint on Complaints and Appeals Register.
- Upon receipt of complaint a Complaint Acknowledgment Letter will be sent to the complainant within 7 days.
- All reasonable measures are to be taken to finalize the process as soon as practicable.



STEP 4 - INVESTIGATION OF COMPLAINT

- General Manager will investigate complaint, examine evidence received and schedule meeting with complainant if required.
- If meeting with complainant is required:
 - o Complainant will be offered to bring a support person
 - o Minutes of meeting will be taken
 - o If the complainant is not available to attend a meeting a phone conference is acceptable
 - o If complainant declines or fails to attend the scheduled meeting, a formal response will be decided in his/her absence.
- Complainants have the right to access advice and support from independent external agencies / persons at any point of the complaint and appeals process.



STEP 5 - FORMAL RESPONSE LETTER

- Once a decision has been reached, the General Manager is required to inform all parties involved of any decisions or outcomes that are concluded in writing within 14 days. Within the notification of the outcome of the formal complaint the students shall also be notified
 - o Of the reason for the outcome
 - o that they have the right of appeal

Should the complaint not be resolved successfully the complaint will be escalated to an independent third party will give final ruling of the complaint.



STEP 6 - CLOSING OF FILE

- Active file removed and filed in the archived complaints file.

Following documents filed in Archived complaints file:
 - o Copy of the complaint Form
 - o All evidence documentation
 - o Outcome documents
 - o Formal outcome letter
 - o Meeting minutes
- Outcome is logged in the Complaints and Appeals register.

APPEALS

STEP 1 - APPEAL IS LODGED

- Student or employer lodges Appeal in writing to the General Manager, 184 Rathdowne St, Carlton, VIC 3053 or info@arrowtraining.com.au
- The following details should be noted in letter:
 - o Why an appeal is being lodged (circumstances surround the issue)
 - o Any evidence including dates and grounds for appeal



STEP 2 - APPLICATION IS RECEIVED AND ACKNOWLEDGED

- Copy of appeal to be placed in 'Appeals File' and recorded on Complaints and Appeals Register.
- Upon receipt of complaint an Appeals Acknowledgment Letter will be sent to the appellant within 7 days.
- All reasonable measures are to be taken to finalize the process as soon as practicable.



STEP 3 - INVESTIGATION OF APPEAL

- If the appeal is in respect of an assessment, an independent third party assessor conducts a reassessment within a reasonable time frame. The appellant will be given the opportunity to formally present his/her case. This is designed to ensure fairness and consistency and underpins the continuous improvement process
- If the appeal is to dispute the outcome of a complaint other than an assessment then the appeal will be scheduled to be heard by an independent person or panel, inviting the appellant to formally present his/her case.
- Appeal evidence received will be examined and schedule meeting with appellant if required.
- If meeting with appellant is required:
 - o appellant will be offered to bring a support person
 - o Minutes of meeting will be taken
 - o If the student is not available to attend a meeting a phone conference is acceptable
 - o If appellant declines or fails to attend the scheduled meeting, a formal response will be decided in his/her absence.



STEP 4 - FORMAL RESPONSE LETTER

- Once a decision has been reached, the General Manager is required to inform all parties involved of any decisions or outcomes that are concluded in writing within 14 days.
- Where an appeal is found to be sustained Arrow will take whatever action is needed to ensure that the issues regarding the complaint/ appeal are addressed so that it does not reoccur – part of the continuous improvement process. Such action may include counselling of employee/ contractors, where necessary



STEP 5 - CLOSING OF FILE

- Active file removed and filed in the archived appeals file.
Following documents filed in Archived Appeals file:
 - o Copy of the Appeal Form
 - o All evidence documentation
 - o Outcome documents
 - o Formal outcome letter
 - o Meeting minutes
- Outcome is logged in the Complaints and Appeals register.

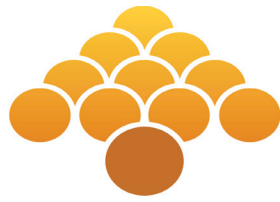
ARROW TRAINING SERVICES

184 Rathdowne St Carlton 3053

1300 737 977

arrowtraining.com.au

make it
happen



arrow training
make it happen

COMPLAINT/APPEALS FORM

Date:		
Name:		
Employer:		
Contact Details:	Tel:	
	Fax:	
	Email:	
	Address:	

How do you prefer to be contacted in regards to this complaint/appeal?

Please outline the complaint/appeal below:

Office use only:

- Complaint/Appeal logged in Goldmine
- Follow up actioned and documented in Goldmine

arrowtrainingservices.com.au

VICTORIA NEW SOUTH WALES QUEENSLAND WESTERN AUSTRALIA SOUTH AUSTRALIA

Century Group Pty Ltd trading as Arrow Training Services ABN 63 084 517 948

Version 1 June 2011