



# CORP009 - Student / Client Complaints & Appeals Policy



Dept/Service: (EC)  
Corporate

Version: 1.010021  
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Stage: Issued

## Objective:

To enable all students/clients the opportunity to express complaints they may have in relation to Education or Employment services provided by Education Centre Gippsland Ltd (ECG). If a student or client is not in agreement with assessment outcomes, they have the opportunity to appeal.

## Scope:

All ECG operations

## Policy Statement:

1. All Students / Clients participating in ECG's services have the right to fair practice and a procedure through which complaints and appeals can be resolved equitably, in a dignified, unprejudiced and timely manner.
2. ECG strives to establish an atmosphere of trust and open communication so that any complaint or appeal is dealt with constructively. Clients are assisted and supported to raise complaints and appeals without fear of retribution.
3. All complaints and appeals are treated seriously.
4. ECG encourages all parties to adopt an open view and to attempt to resolve problems through discussion and conciliation. All attempts will be made by ECG to resolve the complaint or appeal internally.
5. Where a complaint or appeal cannot be resolved through discussion and conciliation, ECG acknowledges the need for an appropriate external and independent agent to mediate between the parties. Clients have the right to request an advocate to assist with the resolution of a complaint or appeal.
6. The Student / Client's consent must be obtained before any steps are taken to resolve a complaint or appeal. Due to the privacy act 2002, we are unable to act on any complaint or appeal unless the complainant gives us their expressed permission.
7. Any situation involving a breach of the law is referred to the appropriate agency and/or legal organisation.
8. ECG uses information obtained from complaints to improve our level of client service.

## Definition of Terms:

1. **Complaint:** When a Student / Client, or another interested party, such as an employer of a trainee, gives negative feedback about any aspect of the training received, OR when a Student / Client believes he/she has been treated unfairly or differently by other participants or by ECG staff.
2. **Appeal:** When a client being assessed, or another interested party, such as an employer of a trainee, disputes the outcome of an assessment and seeks reassessment.

## Visibility:

ECG advises each Student / Client of the complaint or appeal procedure via:

- Student Information Handbook
- Course information sessions (for accredited courses only)
- Classroom based induction
- Workplace based induction
- Client induction sessions
- Each campus reception
- ECG website <http://www.ecg.asn.au/>
- Any ECG Staff Member

### Internal Files/Links:

HRSF006 - Complaints, Dispute and Appeals      EC-form HR  
Correct

HRSF007 - Complaints Action Plan                      EC-form HR

### Quality Document References:

CORPP009 - Student /Clients Complaints and Appeals: Procedure -(EC) Corporate

### Other Information:

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