

St John Ambulance (Qld) Policy

Complaints and Appeals

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Version	2



St John Ambulance (Qld)
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Purpose

The objective of the Registered Training Organisation (RTO) Complaints and Appeals Policy for St John Ambulance Australia Queensland (SJAAQ) is to ensure that SJAAQ has an efficient and effective complaints and appeals management process to allow its students to express any concerns they may have in relation to the nationally recognised training courses offered by SJAAQ.

The purpose of this policy is to provide an organisation-wide commitment to student complaints with the aim to resolve complaints in a consistent, systematic and responsive manner. In doing so, feedback and complaints will be viewed as opportunities to build knowledge and identify trends, with the ultimate goal of continual improvement to the organisation's operations.

Scope

The following policy applies to all St John Ambulance (Qld) Members.

Policy

- 1.1 SJAAQ as an organisation shall commit to handling complaints in an effective and efficient manner.
- 1.2 The complaints handling process of SJAAQ shall increase customer satisfaction in order to improve the quality of services provided.
- 1.3 This policy supports the Standards for Registered Training Organisations in providing a process for complaints and appeals to be heard and actioned.
- 1.4 All complaints and appeals received by SJAAQ will be viewed as an opportunity for improvement.

Definition

In this policy:

Member means any person who is employed by St John Ambulance (Qld) in a full-time, part-time, casual, contract or volunteer capacity.

Complaints process means process by which a student or stakeholder of SJAAQ, or other interested parties, may raise a concern about SJAAQ's policies, procedures, services or products with a view to having them changed and improved.

Appeals means a process whereby a student or stakeholder of SJAAQ, or other interested party, may dispute a decision made by SJAAQ. The decision made by SJAAQ may be an assessment decision or may be about any other aspect of SJAAQ's operations.

Procedure

2.1 Complaints and Appeals Process

2.1.1 SJAAQ will ensure that the Complaints and Appeals Policy is available to the general public, and potential and current students are able to access the policy on request.

2.1.2 All students involved in any training or assessment activity conducted by SJAAQ have the right to seek redress if they believe that they have been treated unfairly or if they are not satisfied with any of the training or assessment activities or methods.

2.1.3 SJAAQ will be required to ensure that all students have access to a fair and equitable process for dealing with complaints/concerns and will provide an avenue for the student to appeal against such decisions, which may affect the student directly.

2.1.4 SJAAQ shall implement a formal complaints and appeals procedure as follows:

The student is to discuss the grievance with the Trainer of the course.

Failing satisfactory resolution of the grievance with the Trainer, the student will have the right to lodge a written complaint or appeal with the Training Coordinator or Training Manager.

All complaints and appeals will be registered on the Complaints Register and assigned a unique identifier code. All complaints and appeals are to be acknowledged in writing.

The complaint or appeal will be dealt with in a timely response (within 20 working days of receipt of the complaint). If the complaint or appeal will take longer than 60 days to finalise, SJAAQ will inform the complainant or appellant in writing and regularly update them on the progress of the matter.

All correspondence with the complainant will be tracked on the complaints register. This correspondence and the following documentation should also be attached:

- Documentation of receipt of complaint
- Acknowledgement of complaint
- Initial assessment of the complaint
- Investigation of complaint
- Response to complaint
- Communication of the decision
- Closing the complaint

If the student is dissatisfied with the response to their complaint or appeal, they have a right to appeal against the decision to the Chief Executive Officer (CEO) of SJAAQ.

If the matter is not resolved by the CEO of SJAAQ, the General Manager Business Development Services will refer the participant to the CEO of SJAA.

If the matter is not resolved by the CEO of SJAA, the SJAA National Training Manager will refer the participant to the:

- National registering body – Australian Skills Quality Authority (ASQA)
- National Training Hotline – contact number 13 38 73



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St John Ambulance (Qld) ABN 74 264 019 231

enquiries@stjohnqld.com.au | stjohnqld.com.au | 1300 ST JOHN (78 5646)

Control of this policy

1. The original file copy of this policy carries the authorising signature of the Chief Executive Officer.
2. Policy documents are stored electronically on the St John Ambulance (Qld) server. They contain a date that matches the 'master' print original signed by the Chief Executive Officer.
3. Responsibility for the version control and distribution of policy documents rests with the General Manager – Corporate Services.

Authorised by Noel Gillard OAM – Chief Executive Officer

Signed



Date 25 September 2015



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