

## **STATEMENT**

The RDNS Your Health and Learning aims to provide high quality education and training services in which all who enrol are encouraged to strive for excellence and fulfil their potential.

The Centre is committed to implementing effective grievance procedures that, where possible, are managed quickly, at the local level and with a minimum of number of people involved. The resolution process will focus on rapid re-establishment of good education working relationships and positive outcomes. The procedures aim to avoid blame and undue investigation.

The policy applies to all learners undertaking study or training in courses offered by the Centre including trainees under contract of training. However, trainees under a contract of training will also need to seek advice from the Accreditation and Registration Council (ARC) about their rights and responsibilities.

This policy applies to all grievances, except those covered by equal opportunity legislation. Learners can choose to utilise resources outside the Centre to resolve grievances.

## **Principles**

In handling a complaint, whether formal or informal, confidentiality will be maintained to:

- protect all parties involved in a complaint under the principles of natural justice
- prevent the possibility of any legal action
- minimise the number of people involved, as far as possible.

To achieve these principles, the Centre will ensure:

- all learners and staff are informed of the grievance procedures
- the focus of resolution will be on issues rather than individuals
- natural justice principles will be used to ensure procedural fairness
- strategies that allow learners to express a grievance in ways other than making a complaint be encouraged (eg through discussions, learner forums, and evaluation forms)
- referral to an appropriate person.
- resolution of a grievance will be achieved as quickly as possible, at the local level and with a minimum of number of people involved
- impartial mediation by trained mediators will be available if needed
- all parties have a right to confidentiality and privacy, subject to necessary legal responsibilities
- action be commenced within 24 hours of a formal complaint being made. In most cases the aim is to have resolution within two weeks of complaint being made.
- a grievance is owned by the complainant, who has the right of withdraw the complaint at any stage, and choose or alter the process of resolution (ie formal or informal). The police may be contacted in case of possible criminal behaviour.
- that if the grievance fits with equal opportunity legislation, it will be managed under the relevant guidelines.

## Process

There are two types of complaints. Learners may choose either process.

### An Informal Complaint

A complaint is considered informal when it is made verbally. It is also considered to be informal when made in writing and addressed to the person against whom the complaint is being made or to another person where it is clearly intended as extension or continuation of a resolution discussion.

### A Formal Complaint

Learners may make a formal complaint either by forwarding a signed written complaint to the Operations Manager, Learning and Training within 4 weeks of the incident or, on their behalf, a signed letter is received by the Operations Manager Learning and Training within the same period.

### Appeals Process

Following a resolution or completed investigation of a grievance, whether informal or formal, the complainant may appeal against any decision or finding made. Their advocate may accompany parties to the complaint at all times.

In all instances students may seek the advice of the Office of the Training Advocate.

<b>LEARNER GRIEVANCE POLICY</b>  <b>AQTF 1.1, 1.2, 1.5(B), 1.5(C), 2.1, 2.2, 2.5, 2.6</b>	Date of Origin: June 2000 Last Date Reviewed: April 2011 Next Review Date: April 2012 Issue No: 6 Authority: Manager Education and Training Responsibility: Operations Manager Learning and Training Quality and Compliance Officer Learning and Training Course Co-ordinator Educators
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