

## **PURPOSE**

While every attempt is made to ensure the products and services we provide to our students are of the highest quality, there can be occasions when students are dissatisfied. This policy is designed to provide a framework for handling non-academic complaints to ensure transparency and accountability for students enrolled with Health Industry Training.

## **POLICY**

It is the policy of Health Industry Training that all non-academic complaints from students will be investigated and a formal response provided to the complainant. All students are to be handled with concern and respect by those to whom the complaint is registered and all continuing interaction with the complainant be undertaken by the Executive Director of Health Industry Training. We ensure the principles of natural justice and procedural fairness are adopted.

## **PERSONNEL AFFECTED**

All staff of Health Industry Training

## **OVERVIEW**

Health Industry Training is committed to providing an effective, efficient, timely, fair and confidential non-academic grievance handling procedure for all Students.

Complainants are entitled to access the grievance procedures regardless of the location of the campus at which the grievance has arisen, the Complainant's place of residence or mode of study.

Non-academic matters include those matters which do not relate to student progress, assessment, course content or awards in a course and include complaints in relation to personal information that the provider holds in relation to the Student. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

## **RESPONSIBILITY**

The Executive Director is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation and Students and Complainants are made aware of its availability.

## **FORMAL GRIEVANCE PROCEDURE**

General principles that apply to all stages of this grievance procedure which will be adhered to by Health Industry Training, are:

- The Complainant and respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and/or the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The Complainant and the respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or respondent if requested.
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored at the Office of the Executive Director.
- A Complainant shall have access to this grievance procedure at no cost.

### **Stage One**

Formal grievances should be submitted in writing to the Executive Director.

The responsible officer, the Executive Director within Health Industry Training will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 14 days.

The Complainant will be advised of their right to access stage two of this procedure if they are not satisfied with the outcome of Stage One.

### **Stage Two**

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with the Executive Director.

The Complainant's appeal will be determined by a dedicated complaints committee established for the specific purpose of determining the appeal – which will include: Executive Director; a GP Links Wide Bay Board member; and an independent Chair (the Reviewer).

The Reviewer will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within 10 days.

The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

### Stage Three

If the Complainant is not satisfied with the outcome of Stage Two they may request that the matter be referred to an external dispute resolution process by a body appointed for this purpose by Health Industry Training. The Executive Director should be contacted in the first instance.

The process used will be that of an external body with power to make a binding determination on both parties.

The details for the external body and contact person are:

Dispute Resolution Branch

Department of Justice and Attorney-General

Phone: 1800 017 288

Email: [mailbox@justice.qld.gov.au](mailto:mailbox@justice.qld.gov.au)

Website: <http://www.justice.qld.gov.au/justice-services/dispute-resolution/mediation>

Health Industry Training will give due consideration to any recommendations arising from the external review within 5 days.