

**PURPOSE:**

1. Falck Pty Ltd provide and maintain training services that are fair and reasonable and afford a forum where issues or inadequacies can be resolved. The Falck Pty Ltd process provides adequate opportunity for complaints and appeals to be forwarded to Falck Pty Ltd management in a timely, confidential and sensitive manner.

**SCOPE**

2. At Falck Pty Ltd, the Training Manager is appointed as the complaints resolution officer. The objective is to ensure that Falck Pty Ltd staff act in accordance with Falck and legislative requirements. This process provides students a clear process to follow in order to register a complaint or appeal and ensures all parties involved are kept informed of the resulting actions and outcomes.

**PROCEDURE:**

- a. All complaints / appeals should be committed to in writing at the earliest possible opportunity in line with the Falck corrective and preventative actions procedure.
  - b. The Training Manager will be informed through receipt of all student complaints/appeals.
  - c. The Training Manager may delegate responsibility for the investigation and resolution of the complaint/appeal as required.
  - d. In the case of a complaint/appeal, the Training Manager will initiate a transparent, participative process to deal with the issues at hand.
  - e. Assessment appeals will be processed in accordance with the assessment appeals procedure
  - f. Complaints or appeals where possible are resolved within 10 working days of the initial application.
  - g. In all cases the conclusion will be endorsement by the Training Manager.
  - h. The student will be advised in writing of the outcome of their complaint/appeal.
  - i. If outcome is not satisfactory to the student, he/she may seek an appointment with the Training Manager.
  - j. The Training Managers decision will be final. The student has the option to seek outside assistance to pursue the complaint, grievance or appeal.
  - k. Any student who wishes to pursue a complaint or grievance outside of the Falck system will be given the details of the registration body (namely ASQA).
  - l. Any complaints by other staff members will be dealt with under the Falck Staff policies.
  - m. All grievances, complaints and appeals will be handled as Staff-In-Confidence.
3. All complaints/appeals (if any) will be discussed at Management Review meetings for continuous improvement of the processes.
  4. All Complaints Grievances and Appeals are to be held on file located in Falck Pty Ltd administration.
  5. Details concerning the scope of Falck Pty Ltd Complaints and Appeals Policy are contained in the Student Handbook.



ANNEX A to COMPLAINTS AND APPEALS POLICY

COMPLAINTS AND APPEALS PROCESS

