

SOP 10.08 – Grievance of Training and Assessment

Section 10 – Training and Assessment

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Effective Date – 1 September 2018

Review Date – 1 September 2020

Electronically Controlled Document

Purpose

To detail the processes whereby Life Saving Victoria controls and manages all complaints, grievances and appeals relating to its delivery of training and assessment services

Scope

This procedure applies to all members enrolled in a Life Saving Victoria course, this policy and associated processes related to and meet the requirements of the Standards for Registered Training Organisations (RTO's) 2015.

Procedures

LSV seeks to prevent grievances, appeals and complaints by adhering to Life Saving Victoria's policy & procedures, relevant regulatory requirements and the Life Saving Victoria Code of Practice. Complaints, grievances and appeals are treated seriously, investigated thoroughly, and dealt with according to the nature, severity and merit of the complaint.

The participant can make their initial complaint to their club committee representative responsible for training and assessment, generally the club Chief Instructor. The Chief Instructor is to forward the complaint to LSV for action.

The underlying principles of this policy are:

- The complaints and appeals process will be fair, accessible, visible, comprehensive, responsive, accountable, and constructive;
- The complaints process is free of charge;
- Privacy and confidentiality will be maintained and anonymity ensured where requested;
- The resolution of a complaint/appeal is the responsibility of all parties concerned;

It is our policy to ensure that the:

- Complaint, grievance or appeal and its outcome is recorded in writing;
- The student will remain enrolled whilst the process is ongoing; and

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- Appellant is given a written statement of the appeal outcomes, including reasons for the decision.

By following the steps listed Life Saving Victoria will ensure that the complaint, grievance or appeal shall be handled in a professional, timely and confidential manner:

1. The complaint, grievance or appeal is received in writing within 10 days of the event;
2. On receipt of the complaint at LSV the complaint is forwarded to the Coordinator, RTO Quality Assurance for investigation and recording in the Complaints Register. The Coordinator, RTO Quality Assurance is to inform either the Manager – Commercial Services or Manager – Volunteer Member Training that a complaint has been received;
3. The Coordinator, RTO Quality Assurance on instruction from the manager is to investigate the matter and respond to the complainant in writing within 28 working days of receipt of the complaint. When in excess of 28 days is required to fully investigate the complaint/appeal the complainant will be advised in writing of the reasons for the delay;
4. If the complainant remains unsatisfied with the outcome and wishes to pursue the matter further, a final appeal should be made within 3 days of receiving the outcome to the Coordinator, RTO Quality Assurance and referred to the appropriate manager. The manager is to respond within 10 working days and this decision becomes final;
5. If resolution is not reached and the complainant remains dissatisfied, the complainant will be advised to contact the Dispute Settlement Centre of Victoria Ph: 1300 372 888 and/or the Australian Skill Quality Authority (ASQA) through the link [ASQA Complaints](#);
6. The Coordinator, RTO Quality Assurance will file the outcome report in the students file and the electronic student management system, complete details in the Complaints Register (electronic and hardcopy) and table a report for Continuous Improvement/Risk Management at the next RTO meeting; and
7. The CEO is to be advised by monthly report of all complaints received and actions taken to resolve;

If the outcome of the complaint, grievance or appeal is favourable to the member, Life Saving Victoria will implement any decision and associated action as soon as practicable.

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