

Complaints and Appeals Policy

Policy Name	Moderation and Validation Policy
Responsible Person	CEO
Staff Involved	All staff
Review Dates	February 2020, July 2021, July 2022
Next Review	July 2023
Version No	V2022.1

Purpose

To ensure that complaints and appeals are addressed efficiently and effectively.

Scope

This Procedure applies to all complaints and appeals highlighted by enrolled student/clients. This procedure also applies to complaints and appeals highlighted by staff of Meadow Heights Education Centre. The complaint may be against another client and/or staff member/s. In certain circumstances, this procedure may be used to deal with a complaint against a person who is not an employee or client, but who is involved in a training/assessment related activity.

Process

1. If a person has grounds for a complaint/appeal, or a conflict arises from actions, decisions or omissions by Meadow Heights Education Centre management or staff, it needs to be brought to the attention of the CEO. We try to informally address any complaint/appeal. If the informal process is unsuccessful, the complainant will be required to complete a Complaints/Appeals Form.
2. If the complainant wishes, they may have their complaint/appeal handled exclusively and confidentially by either the CEO or an independent person or panel. The complainant just needs to indicate this on the Complaints/Appeals Form.
3. All formal written complaints/appeals lodged will be brought to the attention of the CEO or delegate within 24 hours of being received. An opportunity will be provided to all complainants/appellants to formally present their case.
4. The complaint will be investigated within 14 days. The CEO or delegate will make final decisions. The CEO will ensure that as far and as fairly as possible, the person making the complaint/appeal is satisfied with the outcome. However, Meadow Heights Education Centre will not be responsible for issues that are clearly and solely the complainant's responsibility.
5. The complainant will receive a written statement of the outcomes, including reasons for the decision within 21 working days of lodging their complaint/appeal. If a complaint/appeal is not rectified to the satisfaction of both parties, the CEO will call a meeting of the parties and have a third-party attend in order to mediate the dispute.
6. Meadow Heights Education Centre at all times will endeavour to resolve any issues the client/student may have. All complaints/appeals and their outcomes will be recorded in our Complaints/Appeals Register. Information from this register will be used by Meadow Heights Education Centre to improve the quality of its services and reduce instances of complaints/appeals.

Note that if the CEO is a respondent to the complaint/appeal, the complaint/appeal will go to the Board of Directors of Meadow Heights Education Centre who will follow the above process.

