

Complaints and Appeals

Health Education Institute treats complaints and appeals from staff, partner organisations, participants, and other parties very seriously and we will deal with these in an effective and timely manner. Complaints can be made about Health Education Institute, its staff, other learners or third parties and are typically aiming to resolve all complaints within three weeks.

Health Education Institute will act upon any substantiated complaint or appeals, these will be recorded into our RTO Management System and will lead where appropriate, to continuous improvement activities.

The data entry responsibility including maintaining security of these complaints and appeals lies with the CEO.

A person or organisation can complain about any aspect of our dealings with them, and the participant can appeal any decision we make, including assessment decisions.

In the first instance that a person or organisation is unhappy or dissatisfied with an aspect of our service delivery, they should consult their contact person. Employers or Companies should contact the CEO.

Participants should contact their trainer. The trainer should be the first point of contact for participants, the aim of this first contact is to resolve the issue quickly.

If the participants complaint is about the trainer, and they are uncomfortable discussing this issue with the trainer then they should contact the CEO.

If the complaint is about the CEO, then the alternative contact is the Operations Manager.

Should the complaint or appeal not be resolved in the first instance, then the complainant is requested to formally lodge a complaint or appeal by completing either the complaint or appeal form, these forms are available from the Trainer, the CEO and CEO.

The appellant or complainant can take the form away to complete, but this should be returned within 48 hours so the matter can be promptly investigated.

This formal complaint or appeal will be entered into our Complaints or Appeals register for tracking purposes. This is the responsibility of the CEO, the receipt of the Complaint or Appeal will be formally acknowledged within one business day, in writing by CEO.

Should the nature of the complaint refer to criminal matters or where the welfare of people is in danger, Health Education Institute will, with the permission of the participant, seek assistance from other authorities such the Police, Legal Representative or other parties as appropriate.

Participant confidentiality will be maintained at all times as is consistent with Queensland and Australian Law.

At all times the principles of Natural Justice be upheld, the complainant/appellant will remain informed of the progress of their complaint or appeal through written correspondence.

Health Education Institute will ensure that the participant's academic progress will remain unimpeded by their complaint or appeal.

Upon receipt of the formal complaint or appeal, the CEO will be responsible for resolving the issue.

This will involve at least a formal interview with the participant, the trainer, the CEO and the CEO if appropriate. If this is unable to resolve the issue, then the issue can be escalated to a mutually agreeable independent person or panel.

Engagement of the external assistance will be the responsibility of the CEO.

The suitable independent person or panel, will need to be agreed upon by the participant and Health Education Institute, this could include another external Trainer Assessor, or it could include an independent commercial mediators such as the Resolution Institute.

The Resolution Institute can be contacted via <http://www.resolution.institute/contact-us>

Level 1 and 2
13-15 Bridge Street
Sydney NSW 2000

Phone: +61 2 9251 3366
Freecall: 1800 651 650
Fax: +61 2 9251 3733
Email: infoaus@resolution.institute

Escalation to an external mediation service is a significant process and incurs significant costs.

Engagement of the external assistance will be the responsibility of the CEO.

Health Education Institute is prepared to undertake escalation to independent mediation if Health Education Institute is not able to resolve a dispute with a participant.

Once the need for Independent Mediation is agreed upon with the participant, Health Education Institute will obtain a written quote for this process from the agreed mediation company; this written quote is to be shared with the participant.

For the process to proceed, both the participant and Health Education Institute will lodge with the agreed mediator money to the full value of the quote from the mediator.

The party whose position is NOT upheld by the mediator pays for the mediation service; the party whose position is upheld will receive a refund from the mediator.

Should a compromise position be determined by the mediator both parties agree to pay respective shares as determined by the mediator.

The complainant or appellant will be provided with a formal written statement of the resolution of the complaint or appeal, this will state the reasons for the decision.

At all times will we keep our participants informed of the progress of their complaint or appeal. Should this process take longer than sixty (60) days we will ascertain the course of the of the delay and keep the participant informed of these reasons through written correspondence.

Participants are also able to lodge a complaint about Health Education Institute with ASQA. However please be aware that ASQA is not an advocacy institute for Participants.

A further option available to people and organisations is the National Training Complaints Hotline. This **number is 13 38 73** and is staffed Monday–Friday, 8am to 6pm nationally.

More details on the National Complaints Hotline can be found at <http://www.industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/default.aspx>