

TS 4.5 Complaints and Academic Appeals Policy

1. Policy

Westvic Staffing Solutions Training Service is committed to providing a fair and inexpensive complaints and academic appeals process that includes access to an independent external body if necessary.

A written record of all complaints and academic appeals is to be kept by Westvic Staffing Solutions including all details of lodgement, response and resolution.

A complainant or student lodging an academic appeal is to be provided an opportunity to formally present his or her case at a minimal or no cost.

Each complainant or student lodging an academic appeal may be accompanied and/or assisted by a support person at any relevant meeting.

Decisions or outcomes of the complaint or academic appeals process that find in the favour of the student shall be implemented without delay.

Complaints and academic appeals are to be handled in the strictest of confidence. Westvic Staffing Solutions representative/s shall not disclose information to any person without the permission of the Training Service Manager or Chief Executive Officer. A decision to release information to third parties can only be made after the person lodging the complaint or academic appeal has given written permission for this to occur. [Refer TSF 206 Information Release Request](#)

Early resolution or complaints and academic appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved.

Relationship to continuous improvement

The complaints and academic appeals handling process may identify an improvement opportunity to the training and assessment system and therefore should be seen as a constructive process and actively applied by all persons involved.

2. Complaints

What is a complaint?

A complaint is an expression of dissatisfaction received by Westvic Staffing Solutions from a customer. A complaint is generally negative feedback about services or staff which has not been resolved locally.

A complaint may be received by Westvic Staffing Solutions in any form and does not need to be formally documented by the complainant in order to be acted on.

Complaints may be made by any person but with respect to our Training Services are generally made by students and/or employers.

Note: For service complaints refer to the General Business Practice manual

- [GBP 2.2 Customer Service Charter](#);
- [GBP 2.5 Customer Service Complaint Procedure](#); and
- [GBP 2.5.1 Compliant Form](#)

3. Student Academic Appeals

What is an academic appeal?

An academic appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An academic appeal must be made in writing and specify the particulars of the decision or finding in dispute. Academic appeals must be lodged within 28 days of the decision or finding is informed to the student.

Student academic appeals handling

Westvic Staffing Solutions undertakes to apply the following principles to its student academic appeals handling:

- The handling of an academic appeal is to commence within 10 working days of lodgement and all reasonable measures are taken to finalise the process as soon as practicable.
- The student lodging an academic appeal is to be provided with a written statement of the outcome, including details of the reasons for the outcome.
- The student lodging an academic appeal is to have the opportunity for a person or body that is independent of Westvic Staffing Solutions to review his or her appeal following internal Westvic Staffing Solutions academic appeals process.
- Westvic Staffing Solutions shall maintain the enrolment of the student lodging an academic appeal during the appeals process.

For the detailed academic appeals process please refer to [TS 4.5.1 Student Academic Appeals Procedure](#)

RELATED POLICIES AND REFERENCES

[TS 4.5.1 Student Academic Appeals Procedure](#)
[TSF 416 Student Academic Appeals Application Form](#)
[TSF 206 Information Release Request](#)
[GBP 2.2 Customer Service Charter; and](#)
[GBP 2.5 Customer Service Complaint Procedure](#)
[GBP 2.5.1 Compliant Form](#)