

Complaints and Appeals

Purpose

GoodStart Training College recognises that conflict and complaints can arise from time to time and therefore has a fair and equitable process for dealing with employee/candidate complaints.

Scope

The timely settlement of any complaints that may occur is in the best interest of all parties concerned. Therefore the following steps are implemented to ensure this happens.

Procedure

1. As soon as a complaint/appeal arises, it will be raised and discussed with all parties involved in the complaint/appeals. The person making the complaint/appeal is required to submit their concerns in writing via the email address: feedback@childcaretraining.com.au. The written complaint is reviewed by the Director of Studies or the College Manager.
2. A meeting or teleconference involving the complainant and all other parties involved in the complaint/appeal is called by the Director of Studies or College Manager. The meeting and its outcome will be documented.
3. If the matter is not resolved to the satisfaction of all parties it is referred to the College Manager who will review the documentation and make a decision about the complaint/appeal.
4. If the complainant wishes to take the matter further it will be submitted to the HR General Manager who will review the report and make a final decision on the outcome of the complaint/appeal.
5. Should the issue not be resolved at this stage an independent external arbiter who shall not have been party to the original complaint/appeal process shall be engaged (For example: ACPET). The independent arbiter may be a staff member of ACPET who may review the appeals and communicate with the relevant staff member/s to achieve a satisfactory outcome of the issue.
6. Each appellant has an opportunity to formally present his or her case and will be given a written statement of the appeal outcomes, including reasons for the decision. Each complaint and appeal and its outcome will be recorded in writing and the outcome will be forwarded to the candidate including reasons for the decision.
7. GoodStart Training College will act upon the subject of any complaint found to be substantiated.