

COMPLAINTS and GRIEVANCE POLICY

Scope Vision has a fair and equitable process for dealing with complaints and grievances. A student/client may lodge a complaint or grievance in the following areas:

- ✚ Refunds
- ✚ Administrative Issues
- ✚ Other personal issues and areas of misconduct

COMPLAINTS and GRIEVANCE ESCALATION PROCESS

In the first instance, learners should approach the trainer responsible for guiding their training pathways with any training related matters. Administration or College operational Complaints and Grievances should be brought to the attention of the General Manager, who will advise if the complaint would be best processed by our College Complaints and Grievance Notification Process, or our Appeals Process.

Where the outcome is not satisfactory to the learner, the learner may lodge a Complaint/Grievance Notification Schedule. The learner should submit this Schedule within 7 days of making their initial complaint to the College Directors.

The Complaint/Grievance Notification Schedule outlines the following:

- ◆ The circumstances surrounding the situation
- ◆ Who was involved
- ◆ Why the student is requesting the meeting, or why they feel unfairly treated
- ◆ Any related evidence the student may have
- ◆ Date and location where the incident/situation occurred
- ◆ The name of any witnesses to the incident

The Directors of the College will then initiate an appointment with the learner in order to negotiate a suitable outcome for all parties involved.

In the event that a Complaint or Grievance cannot be resolved with the College, learners will be advised in writing of the appropriate independent body that they should seek further assistance from. The College will pay all reasonable costs involved in negotiating a suitable outcome/result for all parties.

Outcomes of this Grievance Process will be documented through out by the College and forwarded to the relevant parties in writing. A record of the Grievance and subsequent decisions will be appropriately recorded in the learner's file. Any Processes of the College needing monitoring, moderating and/or adjusting will be instigated immediately in accordance with Policy 17 Key Processes.

Definition:

Learner: encompasses either student or trainee

The College: SCOPE Vision, or Satterthwaite Consulting: The R.T.O.: NTIS:
4685

Directors: Managing Director(s) and/or General Manager

Complaint/Grievance: anything related to EEO, or anti-acceptable
practices/situation

Related documents:

Complaints/Grievances Notification Schedule doc 4.2

Complaints/Grievances Policy Flowchart 4.3

Appeals Process Policy doc 4.4

Appeals Notification Schedule 4.5

Appeals Process Flowchart 4.6