

COMPLAINTS AND APPEALS POLICY - STUDENTS AND CLIENTS

1. PURPOSE

The purpose of this policy is to ensure that Hospitality Group Training (HGT) has clear and transparent complaint and appeal processes for students and clients.

2. SCOPE

This policy applies to all students, prospective students and clients of HGT.

3. DEFINITIONS

Principles of natural justice

- All parties to a complaint or appeal have the opportunity to put their case and have this properly considered
- Any allegation against a HGT staff member or member of a subcontractor party is made known to that person
- Investigations and decisions are made by persons who do not exercise bias
- A complainant should feel confident that they will not suffer any discrimination as a result of using the complaint or appeal process
- Confidentiality shall be maintained to the extent of the people that need to be directly involved in the complaint or appeal process.

4. PRINCIPLES

The principles of natural justice and procedural fairness are to be adopted at every stage of the complaint and appeal processes through to resolution.

5. POLICY

It is the policy of HGT that complaints and appeals:

- are acknowledged and responded to fairly, efficiently and effectively as part of an effective complaints handling system that reflects the needs, expectations and rights of complainants and appellants
- formal complaints and appeals are recorded and data collected is sufficient to facilitate comparisons with previous periods and identify system-wide and recurring complaints
- will be open, transparent and clients will be fully informed by publishing this Policy on HGT website and including in all induction processes.

COMPLAINTS AND APPEALS POLICY - STUDENTS AND CLIENTS

- processes comply with the VET Quality Framework and *Standards for Registered Training Organisations (RTOs) 2015*. Standards 6.1-6.5.

6. DOCUMENTATION

Complaints and Appeals application