

# PARCOR<sup>TM</sup>



SAFETY TRAINING AND CONSULTING

## Complaints and Appeals Policy and Procedure

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## Welcome

In today's modern workplace, safety and training are integral components.

For over 20 years, I have been privileged to build and lead a team of highly trained specialists to provide exceptional training and services.

## Experience the PARCOR difference

Our unique educational approach is informative, engaging, reactive and relevant – aimed to provide absolute positive feedback for all concerned.

Your organisation will benefit from the PARCOR system and approach.

I am extremely excited and proud of what we offer.

## PARCOR

A handwritten signature in purple ink that reads 'Bob Bryden'.

Bob Bryden

Managing Director

## Our Mission Statement

To provide Education, Information and Training through Experiential Learning in a Dynamic Environment.

## Purpose of this Handbook

The purpose of this policy is to ensure there are internal procedures that apply within PARCOR for addressing student complaints and grievances. These procedures are designed to ensure there is a transparent process for ensuring student complaints and grievances are dealt with fairly, consistently and promptly and within all privacy legislation.

## Internal Complaints Policy

Complaints are the expression of the dissatisfaction with the quality or any aspect of the business operations and service, including nuisances, discrimination or similar against another person, inclusive of participants, staff and contractors.

The following are examples of issues for which participants may lodge a complaint:

- Enrolment
- Training delivery
- Training and/or assessment, including recognition of prior learning
- Any other activities associated with the delivery of training and assessment services
- Issues such as discrimination, sexual harassment, participant amenities, etc.

**First Instance:** Participants are encouraged to speak immediately with their Trainer. If the participant is not comfortable addressing the issue with the Trainer they are encouraged to contact the Administration Manager.

**Second Instance:** If the issued is not resolved the participant is encouraged to either speak to or contact in writing the Managing Director ([bbryden@parcor.com.au](mailto:bbryden@parcor.com.au))

**Third Instance:** If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representatives (e.g. Anti-discrimination board) or other relevant personal.

Outcomes of complaints will be provided to the candidate in writing.

In the event that a complaint has been lodged an complaint/appeal form must be completed and forwarded to the Managing Director immediately, even if the situation has been resolved to the satisfaction of all parties.

No enrolments or employment contracts are to be terminated until such time as the complaint or appeal has been resolved to the satisfaction of all parties.

## Internal Appeals Policy

Appeals are the expression of the dissatisfaction of a decision made by PARCOR. This includes assessment decisions.

An appeals committee would comprise at least three of the following people:

- An assessor with expertise in the area concerned
- The Managing Director
- An external industry representative
- A representative from a relevant external authority

An appeal is deemed to be formal when made in writing to the Managing Director.

The procedure to be followed is the same as for a complaint. The procedure detailed below relates to both complaints and appeals.

PARCOR maintain a learning environment that is conducive to the success of all participants. The business ensures that the facilities, methods and materials used in the provision of training will be appropriate to the outcomes to be achieved, under its scope of registration.

PARCOR maintain systems for recording and archiving participant enrolments, attendance, completion, assessment outcomes, recognition of prior learning, complaints and appeals, qualifications and statements of attainment issued.

## Internal Appeals and Complaint Procedure

1. All employees/contractors and prospective participants are provided with a copy of the complaints and appeals process in the "Policies and Procedures for Staff" and "Participant Handbook" respectively.
2. All formal complaints and appeals are to be heard by a panel comprising of relevant personnel, including but not limited to the Managing Director, an industry representative, trainer/assessor, and/or relevant external authorities.
3. All appeals against assessment results must be lodged within 14 days of receipt of the result.
4. All complaints and appeals are to be handled professionally and confidentially in order to achieve a satisfactory resolution.
5. All parties are to have a clear understanding of the steps involved in the procedures.
6. Each appellant will be provided with the opportunity to present his or her case at each stage of the process.
7. All complaints and appeals will be managed fairly and as efficiently as possible to ensure an effective solution within a reasonable timeframe, usually twenty days or as soon as practicable. However in some cases, particularly if the matter is complex, the resolution may take longer. In such cases the complainant/appellant will be kept regularly notified of progress and the expected timeframes for a resolution.
8. All discussions relating to formal complaints and appeals are to be recorded in writing and the appellant/complainant provided with a written statement of the outcomes, including reasons for the decision.
9. PARCOR will endeavour to resolve any complaint referred to it by ASQA within ten working days of its receipt of the complaint.
10. This policy provides an avenue for most complaints and appeals to be addressed. However, in some cases, alternative measures may need to be explored.
11. PARCOR will encourage all parties to approach a complaint or appeal with an open view and attempt to resolve issues through discussion and conciliation. Where resolution cannot be achieved through discussion and conciliation PARCOR acknowledge the need for an appropriate external and independent agent to mediate between the parties.
12. A written record of all complaints and appeals handled under this policy and procedure and their outcomes shall be maintained for a period of at least five (5) years to allow all parties to the complaint or appeal appropriate access to these records. Complaints and Appeals including any outcomes are to be recorded in the Complaints and Appeals Register.
13. All records relating to complaints and appeal will be treated as confidential and will be covered by PARCOR's Privacy Statement and Administration and Records Management Policy and Procedure.

## External Complaints and Appeals

1. Where the complainant remains dissatisfied with the outcome of the external complaints and appeals process, the complainant can access an external complaints or appeals process at their own cost. Complainants must ensure they have accessed the external processes first.
2. Complainants have a number of external complaint or appeal options including:
  - Australian Skills Quality Authority (ASQA)
  - Industry Skills Councils
  - Consumer Affairs
  - Australian Human Rights Commission
  - Administration Appeals Tribunal
3. PARCOR will provide complete cooperation with the organisation investigating the complaint or appeal and will be bound by the recommendations arising out of the process. The Managing Director will ensure any recommendations made are implemented within thirty days of being notified of the recommendations.
4. A written record of all complaints and appeals handled under this policy and procedure and their outcomes shall be maintained for a period of at least five (5) years to allow all parties to the complaint or appeal appropriate access to these records. Complaints and Appeals including any outcomes are to be recorded in the Complaints and Appeals Register.
5. All records relating to complaints and appeal will be treated as confidential and will be covered by PARCOR's Privacy Statement and Administration and Records Management Policy and Procedure.

Any substantiated complaints or upheld appeals will have the issues registered in the Continuous Improvement Register for preventive and or corrective action.

## Related Documents

Complaints and Appeals Register REG-017

Privacy Statement RTO-PP-023

Administration and records management policy and procedures RTO-PP-003

RTO Quality Register REG-011



For over 20 years PARCOR has worked with organisations and individuals, assisting effectively and efficiently to supply quality safety training. The PARCOR range of Workplace Safety Training is comprehensive and designed to address the specific challenges faced by individuals and companies. Our consultative approach means we work with you to discover where we can be of most assistance and how to implement the most practical training solutions into your workplace.

## Nationally Recognised Training

Chief Warden	PUAWER006B Lead an emergency control organisation
Confined Space Entry	RIIWH5202D Enter and work in confined spaces
	MSMPER200 Work in accordance with an issued permit
	MSMPER205 Enter confined space
Confined Space Rescue	PUASAR025A Undertake confined space rescue
Emergency Response Team	Tailored to your Emergency Response Teams requirements
Emergency Warden	PUAWER005B Operate as part of an emergency control organisation
Emergency Warden Inc. Extinguishers	PUAWER005B Operate as part of an emergency control organisation
	PUAWER008B Confine small workplace emergencies
Fire Extinguisher Training	PUAWER008B Confine small workplace emergencies
Gas Test Atmospheres	MSMWHS217 Gas test atmospheres
Operate Breathing Apparatus	MSMWHS216 Operate Breathing Apparatus (Manufacturing Sector)
	PUAFIR207B Operate Breathing Apparatus Open Circuit (Fire Sector)
	PUAFIR215 Prevent injury (Fire Sector)
	PUATEA001B Work in a team (Fire Sector)
Provide Advanced First Aid	HLTAID006 Provide advanced first aid
	HLTAID007 Provide advanced first aid and advanced resuscitation
Provide CPR	HLTAID001 Provide cardiopulmonary resuscitation
Provide First Aid	HLTAID001 Provide cardiopulmonary resuscitation
	HLTAID002 Provide basic emergency life support
	HLTAID003 Provide first aid
Spill Kit	PUAWER008B Confine small workplace emergencies
Work Safely at Heights	RIIWH5204D Work safely at heights

## Site Specific Training

Asbestos Awareness	Ammonia Awareness
Evacuation Drill	Fire Awareness
Hot Works	Lock Out Tag Out
Manual Handling	Rescue Kit Training
Spill Response	Wildfire Suppression and Behaviour

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