

## COMPLAINTS & APPEALS POLICY & PROCEDURE

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1 Stop Driving School will manage any grievances in an impartial, non-discriminatory, rational and unbiased manner. We value our clients and students opinions and therefore offer them the opportunity to discuss any grievances that they may have in respect to:

**APPEALS** – Result from a student / client who is not satisfied with a decision that has been made for example (competency assessment decisions)

**COMPLAINTS** – Result from a student / client that is not satisfied with the quality of service or training being provided and will require discussions and actions to take place to resolve the issue.

### **INFORMAL COMPLAINT or APPEAL**

Students or Clients wishing to lodge a complaint or an appeal are to request an informal complaint or appeal form from administration. This is detailed in the **Student Handbook P1100**.

1 Stop Driving School's CEO will contact the student or client and organise an appropriate time to discuss their concerns. Throughout all stages of this procedure the student / client will be kept abreast of all decisions and eventual outcomes or proposals. If a problem is identified with the assessment process, there may be an opportunity for reassessment to be conducted by another assessor. Informal complaints or appeals are to be logged in **F0012 Complaints / Appeals Register**.

### **FORMAL COMPLAINT**

Students / Clients dissatisfied with the result of the informal result may then initiate a formal complaint.

Students / Clients are to be provided with **F0013 Complaint Form**, complete the required information and return it to administration. Any complaints received are to be logged in **F0012 Complaint/Appeals Register**

Administration is to provide the student / client with a **Letter of Acknowledgement F0014** of the complaint.

The CEO is to organise an agreeable time to discuss the complaint.

The relevant staff member involved in the complaint and the student/client shall be provided with the opportunity to discuss their situation in this meeting with the CEO

All complaints or appeals will be handled expediently and are considered confidential. The student/client will be provided with a **Proposed Resolution Letter F0015** within 7 working days with all details outlined.

If students / clients believe their complaint has not been fairly dealt with by 1 Stop Driving School, students/clients can lodge a Formal complaint with Australian Skills Quality Authority (ASQA) Further information on this process can be located on the ASQA website at:

<http://www.asqa.gov.au/complaints/making-a-complaint.html>

**All complaints or appeals will be subject to review in compliance with the continuous improvement procedure.**