FEEDBACK, COMPLAINTS AND APPEALS POLICY

One World for Children is committed to the principles of negotiation and mediation in dealing with any complaints or appeals students may have.

One World for Children are open to receiving feedback, complaints and appeals from students, employers and staff as an opportunity to identify issues and continuously improve the quality of training and assessment services provided.

Feedback, complaints and appeals are handled with fairness ensuring;

- They are handled by unbiased person
- Opportunity for all parties to be heard and provide relevant information
- similar complaints and appeals are treated consistently for fairness and reliability of outcomes
- privacy and confidentiality of all parties involved.

Outcomes of the feedback, complaints and appeals are used to inform continuous improvement without detriment to the complainant.

One World for Children staff encourage and support students and other parties to provide feedback and make a compliant.

This policy outlines the overall process for dealing with complaints related to the organisation and staff and appeals on decisions related to competency and assessment outcomes that affect the student as per the Australian Skills Quality Authority (ASQA) guidance to complaints at https://www.asqa.gov.au/about-us/how-we-regulate/tip-offs-and-complaints/concerns-about-training-providers

The feedback, complaints and appeals policy is publicly available in the One World for Children website and easily accessible to students through Cloud Assess > resources folder (student portal).

SUBMITTING A COMPLAINT OR APPEAL

Feedback and complaints can be made in various ways, such as;

- Email to training@owfc.com.au
- Completing a Feedback form via the website (which may be completed anonymously)
- Contacting the Training office on 52722714
- Quality Indicator student and employer questionnaire
- Through Trainer Assessors, verbally or through messages (within the student portal)

COMPLAINT OR APPEAL PROCESS

To submit a complaint or appeal the following process is advised.

1. Attempt to resolve the issue with the Trainer Assessor concerned if appropriate. If you are making a complaint or appeal about an assessment outcome you will be given the opportunity for reassessment by a different Trainer Assessor. This will be at a cost to One World for Children.

2. Should the complaint or appeal be unresolved, you should arrange a meeting with the Managing Director, or their nominated staff member, where a further attempt to resolve the issue will be made. The Managing Director or nominated staff member will consult with other staff as relevant.

3. If a satisfactory outcome has not been reached following this meeting, you should put your concerns in writing. On receipt, the Managing Director, or their nominated staff member, will arrange a meeting for an independent mediator to intervene at the expense of One World for Children and a final decision will be made.

ASQA advise that you should only pass on a complaint or appeal to them if you have first:

- Made a complaint directly to One World for Children. Received a response which does not resolve the issue. Requested an independent review of your complaint and your issue is still not resolved.
- Complaints and appeals, including rectification plans, will be recorded on a Complaints and Appeals Form. If organisational continuous improvement is identified, this will be recorded on a Continuous Improvement (CI) form.

Refer to the Complaints and Appeals procedure for specific details on how complaints are handled.

Other related policies and procedures to refer to;

- Child Safety and Wellbeing Policy and Procedure – One World for Children centre
- Dealing with complaints policy and procedure – One World for Children centre
- Privacy and confidentiality policy
- Child Safety and Wellbeing policy
- Child Safety Code of conduct policy
- Compliance with legislation