

Complaints and Appeals Policy

[Subject]

PURPOSE

This procedure describes the processes whereby Surf Life Saving SA (SLSSA) controls and manages all complaints, grievances and appeals relating to its delivery of training and assessment services.

SCOPE

This procedure applies to all students enrolled in SLSSA courses, volunteers and persons employed by or contracted (third parties) to SLSSA. This policy and associated processes relate to and meet the requirements of the Standards for Registered Training Organisations (RTOs) 2015.

RESPONSIBLE PARTIES

The CEO has delegated the Education and Training Manager as responsible for the management, control and issue of this policy.

DEFINITIONS

A grievance, complaint or appeal is deemed to be dissatisfaction with procedures, outcomes or the quality of service provided by employees of SLSSA in relation to the following processes:

- student enrolment;
- the quality of training delivery;
- training/competency assessment, including recognition of prior learning;
- issuing of results, certificates and/or statements of attainment;
- any other activities associated with the delivery of training and assessment services;
- other issues such as discrimination, sexual harassment, student amenities, etc; and
- trainers, assessors, other staff and students.

PROCEDURE

SLSSA seeks to prevent grievances, appeals and complaints by adhering to SLSSAs policy & procedures, relevant regulatory requirements and the SLSSA Code of Practice. Complaints, grievances and appeals are treated seriously, investigated thoroughly, and dealt with according to the nature, severity and merit of the complaint.

Where training is conducted for a member by a lifesaving club, the participant can make their initial complaint to their club committee representative responsible for training and assessment, generally the club Chief Instructor. The Chief Instructor is to forward the complaint to SLSSA for action.

The underlying principles of this policy are:

- The complaints and appeals process will be fair, accessible, visible, comprehensive, responsive, accountable, and constructive;
- The complaints process is free of charge;
- Privacy and confidentiality will be maintained and anonymity ensured where requested;
- The resolution of a complaint/appeal is the responsibility of all parties concerned

It is our policy to ensure that the:

- Complaint, grievance or appeal and its outcome is recorded in writing;
- The student will remain enrolled whilst the process is ongoing; and
- Appellant is given a written statement of the appeal outcomes, including reasons for the decision.

By following the steps listed SLSSA will ensure that the complaint, grievance or appeal shall be handled in a professional, timely and confidential manner:

1. The complaint, grievance or appeal is received in writing within 10 days of the event;
2. On receipt of the complaint at SLSSA the complaint is forwarded to the Education and Training Manager for investigation and recording in the Complaints Register. The Education and Training Manager is to inform the Education team that a complaint has been received;
3. The Education and Training Manager is to investigate the matter and respond to the complainant in writing within 28 working days of receipt of the complaint. When in excess of 28 days is required to fully investigate the complaint/appeal the complainant will be advised in writing of the reasons for the delay;
4. If the complainant remains unsatisfied with the outcome and wishes to pursue the matter further, a final appeal should be made within 3 days of receiving the outcome to the Education and Training Manager. The manager is to respond within 10 working days and this decision becomes final;
5. If resolution is not reached and the complainant remains dissatisfied, the complainant will be advised to contact the Australian Skills Quality Authority through the link [ASQA Complaints](#);
6. The Education and Training Manager will file the outcome report, complete details in the Complaints Register and table a report for Continuous Improvement/Risk Management at the next SALSC meeting; and
7. The CEO is to be advised by monthly report of any complaints received and actions taken to resolve;

A copy of this policy is available on SLSSAs website.

If the outcome of the complaint, grievance or appeal is favourable to the student, SLSSA will implement any decision and associated action as soon as practicable.