Name: Complaints and Appeals Policy

Policy Sponsor: Director

## Purpose:

This policy has been developed to meet the requirements of the Standards for RTOs 2015 - Standards 5.2 and 6.0

WA School of Pathology is committed to providing a harmonious, fair and just working and learning environment by ensuring that current and prospective students have access to processes that allow for grievances, disputes, problems and complaints of a non-academic nature to be resolved.

## Scope:

This policy is provided to students prior to a contract being entered with WA School of Pathology and at student orientation/induction day within 7 days of the student commencing studies. This policy is provided to WA School of Pathology on the staff induction day.

WA School of Pathology complaints and appeals policy and procedures are underpinned by the principles of natural justice and procedural fairness and emphasize the need to resolve the grievance as early as possible and as close to the source as possible.

## Compliance Requirements:

Standards for Registered Training Organisations (RTOs) 2015 - Clauses 5.2 and 6.0

## Policy:

WA School of Pathology seeks to prevent grievances, appeals and complaints by adhering to WA School of Pathology, relevant regulatory requirements and the Student Information Booklet.

Complaints, grievances and appeals are treated seriously, investigated thoroughly and dealt with according to the nature, severity and merit of the complaint.

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 where requested
* The resolution of a complaint and appeal is the responsibility of all parties concerned

It is WA School of Pathology policy to ensure that each:

* Complaint, grievance appeal and its outcome is recorded in writing
* Appeal is heard by an independent person or panel
* Appellant has an opportunity to formally present his or her case and be accompanied by a third party if requested
* The student will remain enrolled whilst the process is ongoing and
* Appellant is given a written statement of the appeal outcomes, including reasons for this decision.

Any current or prospective student who feels that a decision made by WA School of Pathology is not in accordance with the expectations set down in WA School of Pathology policies, is entitled to access the grievance procedures set out in this policy.

All grievances will be taken seriously and dealt with in a sympathetic and confidential manner, without victimization or intimidation of anyone connected with the grievance either during, or subsequent to, a grievance resolution process.

If grievances are found to be proved, appropriate warnings or other disciplinary action will be taken. In serious cases involving harassment, victimization or bullying, the individual involved may be dismissed or excluded from WA School of Pathology.

## Supporting documentation

Complaints and Appeals procedure.