COMPLAINTS AND APPEALS POLICY

POLICY

Purpose

This policy establishes Railtrain Pty Ltd's approach to managing complaints and appeals in a fair, accessible, transparent and timely manner.

Railtrain is committed to providing appropriate mechanisms for learners and other relevant parties to raise concerns, make complaints or appeal decisions, while ensuring procedural fairness and using outcomes to support continuous improvement.

Principles

Railtrain will maintain complaints and appeals arrangements that:

- are accessible and clearly communicated;
- support procedural fairness and impartial decision-making;
- provide reasonable timeframes for acknowledgement, consideration and resolution;
- provide avenues for further review where a matter is not resolved;
- appropriately document and communicate outcomes;
- protect individuals from disadvantage or reprisal for raising a matter; and
- use relevant outcomes to inform continuous improvement.

Complaints

A complaint may relate to concerns about Railtrain's services, operations, personnel, third parties or other matters associated with the provision of training and assessment.

Appeals

An appeal is a request for review of a decision made by Railtrain, including an assessment decision or another decision that affects a learner.

Access and Lodgement

Information about how to provide feedback, make a complaint or lodge an appeal will be publicly available and easily accessible.

Railtrain will provide reasonable assistance to individuals who require support to make a complaint or appeal.

Complaints and appeals may be lodged through Railtrain's approved communication channels. Where appropriate, Railtrain may request additional information or documentation to support consideration of the matter.

Individuals may be accompanied or assisted by a support person during the complaints or appeals process where appropriate.

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Procedural Fairness

Complaints and appeals will be considered objectively, fairly and impartially.

Individuals involved will be provided an appropriate opportunity to provide relevant information and respond to matters that affect them.

Where practicable, review will be undertaken by a person who has not been directly involved in the matter being considered.

Timely Resolution

Railtrain will acknowledge, investigate and resolve complaints and appeals within reasonable and communicated timeframes.

Where a matter cannot be resolved within the expected timeframe, affected parties will be informed of the delay and provided with relevant information regarding the progress of the matter.

Further Review

Where a complaint or appeal is not resolved to the satisfaction of the complainant or appellant, Railtrain will provide information about available avenues for further review.

Where appropriate, an independent party may be engaged to review the matter.

Confidentiality and Protection from Reprisal

Complaints and appeals will be managed with appropriate regard for privacy and confidentiality.

A person will not be disadvantaged or subjected to reprisal because they have raised a concern, made a complaint or lodged an appeal in good faith.

Information will only be accessed or disclosed where reasonably required to consider, investigate, resolve, review or meet applicable legal or regulatory obligations.

Records and Outcomes

Railtrain will appropriately document complaints and appeals, relevant decisions, reasons for decisions and resulting actions.

Outcomes will be communicated to relevant parties in accordance with applicable requirements.

Records will be securely maintained in accordance with Railtrain's records management requirements.

Monitoring and Continuous Improvement

Railtrain will monitor complaints, appeals and feedback to identify trends, recurring issues, risks and opportunities for improvement.

Relevant outcomes will inform Railtrain's continuous improvement, risk management and quality assurance activities.

Authorisation

Approved By: General Manager - Training

POLICY