



COMPLAINT RESOLUTION POLICY

This policy outlines APAN's procedures and guidelines for dealing with all academic and non-academic grievances.

RELATED POLICIES

Confidentiality Policy, Financial Policy, Client Consultation Policy, Audition and Orientation Policy, Training and Assessment Policy,

RATIONALE

This policy achieves equal employment opportunities, equal educational outcomes and a fair and harmonious working and learning environment.

It provides a fair and accessible pathway to voice and manage complaints and grievances.

OVERVIEW

APAN is committed to providing an effective, efficient, timely, fair and confidential academic and non-academic grievance handling procedure for all students.

Academic matters include those matters which relate to student progress, assessment, course content or awards in a VET course of study. Please refer to the APPEALS PROCEDURES for handling of these complaints.

Non-academic matters include those matters which do not relate to student progress, assessment, course content.

POLICY

- APAN provides fair and official avenues to address employee and student concerns.
- APAN requires all employees and students to deal with other staff and students in a sensitive considerate and courteous manner, without harassment or victimisation.
- Complaints will be dealt with promptly, impartially, sensitively and with utmost confidentiality.
- The Natural Justice Principles will be applied at all times and will protect the rights of both the complainant and respondent.
- All steps in the procedure will take a maximum of 7-10 working days.
- All matters will be finalised where possible within 21 working days (unless several steps are involved) of the complaint or referred to a third party.
- All parties will receive a copy of the complaint in full, with details describing actions and outcomes of the complaint.
- All complaints/ incidents are kept on file for 5 years, ensuring continuing confidentiality. Parties may gain access to information.
- The complainant is never charged for access to information regarding the complaint
- The complainant is always allowed to have a third party present in resolution meetings should they so desire.



Employees

APAN's complaint resolution procedures address employee complaints or concerns of unfair treatment, discrimination, harassment and administrative actions which are related to the work environment.

Students

APAN's Complaint Resolution policy assists students with complaints of discrimination and harassment, which is covered by the equal opportunity legislation, in a learning environment. Students with other complaints must refer and make use of the Three Step Appeals procedures.

TYPES OF COMPLAINTS

EMPLOYEE CONFLICT

Where any employee is experiencing conflict with another employee that cannot be resolved and it is affecting their work or home life

STUDENT CONFLICT

Refers to a complaint where any employee is experiencing conflict with a student that cannot be resolved and is affecting their work or home life

ADMINISTRATION PRACTICES

Refers to a complaint where an employee considers an improper or unreasonable decision regarding their job role has been made without informing the regarded employee and it is affecting their work or home life.

DISCRIMINATION

VICTIMISATION

Section 86 of the EQUAL OPPORTUNITY ACT, 1984 MAKES VICTIMISATION UNLAWFUL. Victimisation has occurred if a person(s) treats another less favourably because they have

- Lodged a complaint of discrimination or harassment
- Provided evidence or information about a complaint
- Reasonably maintained their right or the right of another person to lodge a complaint
- Acted on their rights provided by the Equal Opportunity Act
- Made or intend to make an appropriate disclosure of public interest information under the Whistle-blowers Protection Act

INDIRECT DISCRIMINATION

Indirect discrimination occurs when a requirement (written or unwritten rules, traditions, practices, procedures or structures) which is the same for everyone, has an unequal or disproportionate effect or result on particular groups of people.

DIRECT DISCRIMINATION

Direct discrimination occurs when a person(s) is treated unfairly, unequally or harassed on the basis of a characteristic or a presumed characteristic relating to that persons sex, sexuality, pregnancy, marital status, race, disability or age



SEX BASED HARRASSMENT

Sex based harassment is any unwelcome or uninvited physical or verbal sexual advanced. Sex based harassment is UNACCEPTABLE AND DEGRADING BEHAVIOUR

Sex based harassment is not behaviour based between consenting parties

POLICY CIRCULATION

All clients and employees of APAN have access to current complaints resolution policy and procedures. These policies are found in student and staff manuals which are given as part of Orientation. When policies are updated a newsletter of updated version of the policy is circulated. This current policy can also be found at any time on our website.

OUTLINE OF PROCEDURES

FOR NON ACADEMIC GREIVANCES

INTERNAL PROCEDURES

Step 1: Informal Resolution

Wherever possible, APAN wishes to resolve any grievances informally. It is encouraged that persons seek a meeting or phone call with Senior Management to discuss any occurring issues. Alternatively if this is not an avenue the client finds possible, they may send a written notification of the complaint to email marina@apan.net.au or ask administration for an official complaints form- Section 1 and return to the office. Once all parties discuss this, a resolution can be implemented. If this does not meet the requirements of the client, they may wish to move to Step 2 of the complaints procedures.

Step 2: Formal Grievance

Meetings will occur in accordance to the Complaints Resolution Policy outlined above. All evidence will be kept and a timely resolution reached in line with the Complaints policy guidelines stated.

Step 3: External Involvement

The details for the external review officer are:

LEADR

Association of Dispute Resolvers

Level 1, 13-15 Bridge Street, Sydney NSW 2000

02 9251 3366

leadr@leadr.com.au

www.leadr.com.au

APAN CEO, will give due consideration to any recommendations arising from the external review within 7-10 working days.

FOR ACADEMIC GREIVANCES

APAN provides fair and easily accessible outlet where students can voice assessment concerns with respective trainers and assessors. Students should feel comfortable and completely aware of their rights to appeal against an assessment decision. APAN has a three step appeals procedure.



Step 1: Informal Resolution

Wherever possible, APAN wishes to resolve any appeals informally. It is recommended that the complainant/s seek a meeting with assessor involved to discuss the issue at hand. If this is not appropriate, the complainant may send a written description of their appeals form located in the Student Services area or from administration. A fair resolution will be discussed and implemented. If this does not fulfil the requirements of the complainant/s, they may wish to make a formal appeal. The complainant may have a third party present at any time.

Step 2: Formal Grievance

Meetings will occur in accordance to the Complaints Resolution Policy outlined above. All evidence will be kept and a timely resolution reached in line with the policy.

- The Candidate who has submitted the appeal
- A support person (3rd party) for the Candidate should they so wish
- The Assessor involved in the result being appealed
- An Assessor whom holds a Certificate IV who is not involved in the current assessment process
- The Director/CEO

Step 3: External Involvement

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Other Appeals assessors such as

- Actors Equity
- Media Alliance
- Training Accreditation Council
- An external Assessor from another Performing Arts RTO or Freelance Cert IV with Performing Arts background

These assessors may provide independent advice and information regarding assessment decisions

APPEAL CONDITIONS

- An Appeal can only made 7-10 days after the assessment outcome is given.
- All assessment decision must be discussed in private due to confidentiality policy and procedures



TERMINOLOGY

Appeal: An appeal is unhappy with an assessment outcome.

Complaint: Describes a grievance in either academic or un-academic matters.

Complainant: The person who makes a grievance

Natural Justice: Ensures procedural fairness. That is, that any decision maker or process is free from bias, that all parties have the right to be heard, the respondent has the right to know they are accused and that all parties are told the basis in which a decision is made

