

Grievances, Complaints and Appeals Policy

Wilson Medic One is committed to providing the highest quality training services and to ensuring that all students and clients have a positive experience when dealing with us. However, we recognise that there may be times that we don't live up to your expectations. We view grievances and complaints as an opportunity to review continuous improvement opportunities.

Wilson Medic One has a Complaints committee which reviews all complaints and formally lodged. The Complaints committee consists of the following staff members:

Training and Compliance Manager
Training and Operations Manager

Where a formally lodged complaint or grievance relates to one of the staff members on the Complaints committee, the matter will be dealt with by the National Service Delivery Manager.

Wilson Medic One will address any and all complaints in a fair, constructive and timely manner.

Wilson Health Pty Ltd ensures that there will be no victimisation or discrimination of students using the provider's processes or procedures about dealing with a complaint or grievance or seeking review or reconsideration of a decision.

Definitions

Wilson Medic One defines complaints and grievances as:

- **Grievance** – an expression of dissatisfaction
- **Complaint** – a dissatisfaction with any service provided by Wilson Medic One coupled together with a request for action.

A complaint or grievance may be about an Academic or Non-Academic matter:

- **Academic matters** – matters which relate to student progress, assessment, course content or awards, etc.
- **Non-academic matters** – all other matters which do not to academic matters such as fees, concerns about privacy, matters relating to other students, harassment.

How to raise a grievance or make a complaint

You can make a complaint in two ways:

Informal complaints - verbal

Students or clients are encouraged to raise any concerns that they may have informally with the relevant Trainer/Assessor or Wilson Medic One employee.

Alternatively, you can also speak with one of our administration and student support officers on 08 9350 9111

Formal complaints - in writing
Written complaints can be made:

Via email:
info@wilsonmedicone.com.au or

Via hardcopy:
Wilson Medic One
Training and Operations Manager
Unit 6, 190 Abernethy Road, BELMONT WA 6000

What happens when you lodge a complaint or grievance?

Informal grievances and complaints

Most issues are resolved at the local level. If a complaint or grievance occurs, Wilson Medic One encourages the student or client to raise it with the appropriate staff member or party involved (e.g. the trainer/assessor). If a mutually agreed resolution at a local level is not achievable, the matter must be formalised in writing. There is provision for each party to this stage of the procedure to be accompanied or assisted by another person, at that party's cost.

Formal grievances and complaints

Please allow 10-15 days for a complaint to be investigated and to provide you with an outcome. When a written complaint/appeal is received, Wilson Medic One will contact you to formally acknowledge receipt of the complaint by email or in writing. Investigation into the issue will commence within 5 working days of the complaint being received. There is provision for each party to this stage of the procedure to be accompanied or assisted by another person, at that party's cost. You may be contacted for further information as part of this process.

The outcome will then be issued in writing within 15 working days from the commencement of the investigation into the complaint.

Where a complaint cannot be resolved within 15 business days, Wilson Medic One will contact you to advise you and will keep you informed of the progress of the matter.

Can another person lodge a complaint or grievance on your behalf?

Yes, however we will respond directly to you unless you have given us permission in writing to respond to a nominated third party.

Exceptions to this rule include:

- Parents / Legal guardians where a student is under 18
- Employers on behalf of trainees or for students where they have paid part or all the cost directly to Wilson Medic One
- Authorised relevant government bodies

Request for further information

In some cases, the Wilson Medic One representative investigating your complaint or grievance may need more information from you to assist us in understanding and / or investigating your concerns.

We may contact you by phone or email. If you do not return to us with further information after two contact

attempts, we may elect to close your complaint. We will notify you in writing where this is the case.

Appeals

How do I appeal a decision (internal appeal)?

You can appeal a decision by contacting us in writing.

You should provide a summary of the grounds that the appeal is based on and the reason why you feel that the initial decision was unfair. The appeal must be lodged to the Training and Compliance Manager within 20 working days from the time you receive the outcome of your initial complaint.

The appeal application will then be addressed by the Training and Compliance Manager and Complaints Committee members to consider the claim and arrive at an outcome. The outcome, including rationale, will be presented in writing within 10 business days of receiving the appeal application.

Referring the matter to a third-party mediator (external appeal)

If you are not satisfied with the outcome of the internal appeal, you may request that the matter be referred for external dispute resolution by an external independent body appointed for this purpose by Wilson Medic One.

There will be no cost charged to the student for any matters requiring an external dispute resolution service.

Wilson Medic One will give due consideration to any recommendations arising from the external review within 10 days. Generally, Wilson Medic One will follow recommendations made by the external reviewer and will confirm this in writing.

If you are paying for your course via a VET Student Loan and don't agree with the outcome of the external appeal you can contact the Commonwealth VET Student Loans Ombudsman on 1300 362 072, for more information go to: <https://vet.ombudsman.gov.au/how-we-can-help>

For all others, if you have been through all stages of this grievance handling process and remain unsatisfied with the outcome of your grievance, you may:

- contact the National Training Complaints Hotline on 13 38 73, select option 4 (Monday–Friday, 8am to 6pm nationally) www.dewr.gov.au/national-training-complaints-hotline
- or by email by completing the complaint template on <https://www.dewr.gov.au/national-training-complaints-hotline/national-training-and-complaints-hotline-complaints-form>

You can request to log your request directly with a member of the Complaints Committee or the branch manager for your training location.

The complaints register is located on an internal intranet database and access is limited to key staff who deal with complaints due to the confidential and / or sensitive nature of some complaints.