

Orbus³ Complaints and Appeals Procedure

Any person wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of Orbus³ has access to the following procedure.

Informal complaint / appeal

An initial complaint or appeal will involve the person communicating directly with Orbus³ verbally, by email or by other appropriate means. Orbus³ management will make a decision, discuss their judgement with the person and record the outcome of the complaint or appeal.

Persons dissatisfied with the outcome of Orbus³'s decision may initiate the formal grievance procedure.

COMPLAINTS AND APPEALS

Academic and Non-Academic Grievance Policy

An academic and non-academic grievance policy and procedure is available to all persons wishing to make a grievance, appeal or any other manner of objection in relation to the conduct of Orbus³. The grievance procedure will address both formal and informal complaints. All formal complaints must be submitted in writing to Orbus³ management and will be heard and addressed, including a response to the aggrieved person, within ten (10) working days of receipt.

Orbus³ management will maintain a grievance register to document the course of action and resolution of all formal grievances. All grievances substantiated by the grievance procedure will be reviewed as part of Orbus³ continuous improvement procedure.

This Policy & Procedure ensures the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process. Orbus³ is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system which is easily accessible to all complainants.

Orbus³ aims to:

- Develop a culture that views grievances as an opportunity to improve the organisation and how it works;
- Set in place a grievance handling system that is client focused and helps Orbus³ to prevent grievances from recurring;
- Ensure that any grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;



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44 Aerodrome Road,
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www.orbus3.com.au

- Ensure that the views of each complainant and respondent are respected and that any party to a grievance is not discriminated against nor victimised;
- Ensure that there is a consistent response to grievances.

A grievance can be defined as a person's expression of dissatisfaction with any aspect of Orbus³'s services and activities, including both academic and non-academic matters, such as:

- the enrolment, induction / orientation process;
- the quality of education provided;
- academic issues, including student progress, assessment, curriculum and awards in a VET course of study;
- handling of personal information and access to personal records;
- the way someone has been treated.

These grievance procedures are designed to ensure that Orbus³ responds effectively to individual cases of dissatisfaction.

It is the responsibility of Orbus³ management to ensure adherence to the grievance procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the grievance procedure and supply of complaint forms.

If the student is still not satisfied with the resolution of the grievance after following and exhausting the grievances procedure, the student may contact ASQA and lodge a written complaint via the online complaints form.

Academic and Non-Academic Grievance Procedure

All persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of Orbus³ or any third party (such as other students, outsourced trainers, subcontractors, staff, trainers, assessors) have access to the following procedure:

This procedure can be utilised by complainants to submit a grievance of an academic or non-academic nature. Grievances of an academic nature include issues related to student progress, assessment, curriculum and awards in a VET course of study. Grievances of a non-academic nature cover all other matters including grievances in relation to personal information that Orbus³ holds in relation to an individual.

During all stages of this procedure Orbus³ will take all steps to ensure that:

- the complainant and any respondent will not be victimised or discriminated against;
- the complainant has an opportunity to formally present their case and each party to a grievance may be accompanied and assisted by a support person at any relevant meetings;
- a full explanation in writing for decisions and actions taken as part of the process will be provided if so requested by the complainant or a respondent;

- where the internal or external grievance handling or appeal process results in a decision that supports the complainant, Orbus3 will immediately implement any decision and/or corrective action required and advise the complainant of the outcome. This may include the updating of any relevant policies and procedures as well as the Staff Training Handbook and the Student Handbook where appropriate.

STAGE ONE – Formal Grievance

Formal grievances must be submitted in writing marked to the attention of the Training Coordinator as follows:

Training Coordinator
Unit 1 & 3, 44 Aerodrome Road,
Caboolture, QLD 4510
Tel: (07) 5499 3359
E: admin2@orbus3.com.au

Receipt of the grievance will be acknowledged in writing. The grievance handling process will commence within ten (10) working days of the receipt of the formal grievance and all reasonable measures will be taken to finalise the process as soon as practicable.

The Training Coordinator or their nominees, will then, if necessary, seek to clarify the outcome that the complainant hopes to achieve.

Such clarification may be sought by written or verbal request or by a face-to-face interview with the complainant. When such clarification occurs in a face-to-face interview, the complainant or respondent may ask another person to accompany them.

The Training Coordinator, or their nominee, will then endeavour to resolve the grievance and will provide a written report to the complainant on the steps taken to address the grievance, including the reasons for the decision, within ten (10) working days. The report will further advise the complainant of their right to access the internal appeals process if they are not satisfied with the outcome of their formal grievance.

STAGE TWO – Internal Appeal:

If a complainant is dissatisfied with the outcome of their formal grievance they may lodge an appeal with the CEO (who is senior to the original decision maker) within twenty (20) working days of receiving notification of the outcome of the formal grievance. The CEO will appoint an appropriate person or committee to consult with the complainant and other relevant parties within ten (10) working days.

Where possible, such consultations should take the form of face-to-face interviews. The complainant or the respondent may ask another person to accompany them to these interviews.

Following the consultation, the CEO or their nominee, will provide a written report to the complainant advising further steps taken to address the grievance, including the reasons for the decision, within ten (10) working days. The report will further advise the complainant of their right to access the external appeals process if they are not satisfied with the outcome of the internal appeal.

STAGE THREE – External Appeal:

If the complainant is dissatisfied with the outcome of their appeal, they may lodge an external appeal. If the complainant wishes to further appeal this decision they may lodge an appeal with an independent dispute resolution body such as Resolution Institute. Upon referral of a dispute and appointment of a mediator, the Resolution Institute mediator will charge an initial fee of \$440.00 for the first 4 hours of their services, or part thereof (current as of June 2018). This includes pre-mediation services. Subsequent hours are billed at a rate of \$165 per hour, or part thereof. The costs are shared between the parties unless prior arrangements are made.

As the fees listed may change, please call the Resolution Institute to confirm updated fees and charges associated with a referral on 1800 651 650.

<http://www.resolutioninstitute.com.au>

The student may supply additional information to the independent dispute resolution body which they did not previously supply to Orbus³ either in the original application or the request for review.

Publication

This procedure for the handling of Academic and Non-Academic Grievances will be published in the Student Handbook and on the Orbus³ website. <https://orbus3.com.au/>

Further Action

Where the person reporting a grievance remains unsatisfied with the outcome of the grievance handling procedure, the person making a grievance is to be directed to the following external agencies:

In relation to consumer protection issues, these may be referred to the Office of Fair Trading.

In relation to the delivery of training and assessment services, these may be referred to the National Training Complaints Service via the following phone number: 13 38 73.

The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law.

Nothing in this policy and procedure limits the rights of individuals to take action under Australian Consumer Protection laws. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

Enrolment Status

Where a current student chooses to access this policy and procedure, Orbus³ will maintain that person's enrolment while the grievance handling process is ongoing.

Record Keeping & Confidentiality

A written record of all grievances handled under this procedure and their outcomes shall be maintained for a period of at least five (5) years to allow all parties to the grievance appropriate access to these records upon written request to the CEO. These records will be maintained at:

Unit 1 & 3, 44 Aerodrome Road,
Caboolture, QLD 4510
Tel: (07) 5499 3359

All records relating to grievances will be treated as confidential and will be covered by Orbus³'s Privacy and Personal Information Procedures.

Delayed Processes

In the unusual circumstances where a delay in the grievance process occurs, where longer than sixty (60) calendar days are required to process and finalise the complaint or appeal, Orbus³ will inform the complainant in writing. In line with the importance that Orbus³ places on open and transparent processes and communication, the first written communication will be made at five (5) days. From that point, the complainants will be regularly updated on the progress of the matter. Including reasons why more time is required.

Record and Review

The grievance policy of Orbus³ highlights the importance of accurate documentation through the maintenance of records of all processes and outcomes.

All grievances (complaints and appeals) will be reviewed at Orbus³ management meetings. Continuous improvement procedures may be actioned when the complaint/appeal procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the complaint identifies a problem with current Orbus³ policies and / or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.