

Compliments, complaints and appeals guideline

Authorised by Executive Director Workforce

Authorised date 20 October 2020

Standards for Registered Training Organisations 2015

Related policies/standards

- Standard 4 – Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients.
- Standard 5 – Each learner is properly informed and protected.

Responsible officer Manager, Learning & Development

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What is the purpose of this guideline?

This guideline outlines the process by which client compliments, complaints and appeals are managed by the Cunningham Centre.

What is our policy?

The Cunningham Centre strives to provide high quality evidence based education and training to the Queensland Health workforce. We are committed to continuous improvement and ensuring an equitable and reasonable outcome for all of our clients within the regulatory frameworks under which we deliver our services.

Who does it apply to?

Clients who are enrolled in any Cunningham Centre activity.

What do I need to know?

Compliments

If you would like to contribute a testimonial about your experience with the Cunningham Centre that can be used on our website to promote our courses, please contact your Course Facilitator.

Complaints

If you wish to make a complaint, the following advice will assist in resolving the complaint quickly:

- act quickly - contact us as soon as you feel corrective action or improvement is required;
- be clear - describe any incidents/actions in detail and include as many details as possible;
- explain what action you would like us to take to get the issue resolved.

You can lodge a complaint either in writing or via telephone to your Course Facilitator in the first instance to see if they can resolve the complaint for you.

When a complaint is received, the following process will occur:

- Depending on the nature of the complaint, the relevant management representatives will be notified.
- The Manager, Learning & Development will engage with the relevant Team Manager to investigate the incident (A panel may be convened if required).
- You will be contacted as part of this process to clarify any details and expectations in terms of outcomes.
- The Team Manager or Manager, Learning & Development will advise you of the outcomes of the investigation and any corrective actions within 30 calendar days of the complaint being received.

If you do not feel that your complaint has been resolved to your satisfaction, we recommend that you speak directly to the Manager, Learning & Development (Phone: 0438 583 730). If you would like to lodge a written complaint, please send an email to ddl&d@health.qld.gov.au or to:

Manager, Learning & Development

Cunningham Centre

PO Box 405

TOOWOOMBA 4350

The Cunningham Centre will always strive to resolve a complaint to the satisfaction of all parties.

Appeals

If you are requesting a review of an assessment decision, please see the *Assessment guideline* available on our website under **Academic guidelines and forms**.

If you are appealing against another decision made by the Cunningham Centre, we recommend that you submit a written request via email to your Course Facilitator. This request should include:

- details of the decision that was made that you are appealing against;
- clear reasons as to why you feel that the decision needs to be reviewed;
- what outcome you expect from the appeal.

Once this request has been received, the following process will occur:

- The request will be investigated. You will be contacted as part of the process.
- The Course Facilitator will communicate the outcome to you within 30 calendar days of submission of the request.

An appeal must be received within three (3) weeks of the event occurring in order to allow the Cunningham Centre the opportunity for a timely resolution to the issue.

If you are not satisfied with the outcome

The Cunningham Centre will always strive to achieve an outcome that meets the requirements of all parties. However, if you are still not satisfied after following the processes outlined above, you have a number of options:

- if the course is accredited, you can contact the relevant accrediting authority as identified on the activity page for the course.
- if the activity is not accredited, or if your complaint is not related to a particular course or activity, please see [Queensland Health's complaints process](#).