

Work Instruction: Grievances and Complaints



Approved by:	Quality Review Committee	Date approved:	30/5/2013
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Supporting documents	4P01 Grievances, Complaints and Appeals Policy 4F03 Appeal Assessment Application Complaints & Improvement Register Clause 22 of the WEA Tutors' Certified Agreement 1998 (covers tutor grievances)		
Other relevant documents	If appropriate, links to other relevant documents or sites can be include		

The following procedures are to be followed in the event of a complaint or grievance being lodged.

Definitions

Complaints are specific negative comments about the WEA's performance, services and staff requiring some action on the part of the WEA

Grievances are specific negative comments about the WEA's performance, services, teaching staff, considered of sufficient seriousness to negatively impact on its operations

Grievances and complaints do not include normal feedback by way of evaluation forms.

Complainant – the person lodging the grievance or complaint.

Procedures

1. A grievance or complaint must be lodged in writing. Any individuals verbally raising a complaint or grievance will be advised to put the matter in writing to WEA Management
2. Where the grievance is about a course or teaching staff, the written grievance is forwarded to the teaching staff for comment.
3. The participant is to be advised by WEA management that the complaint has been received and will be investigated.
4. Depending on the urgency of the grievance, other members of the course or staff may be contacted to obtain their viewpoint and feedback.
5. Based on all information gathered, a decision will be made by a management team member/ management team.
6. If the grievance is not considered well-founded, a letter will be provided to the complainant advising that no action will be taken. Information relevant to the decision will be provided, and this may include comments of teaching staff, and other course or relevant staff members.

7. If a grievance has been established to the satisfaction of the management team, the following strategies may be followed:
 - a letter of apology and the full return of the course fee paid, or partial refund of fee paid or a Course Credit to the value of the fee paid less administrative fee
 - Any other appropriate remedy agreeable to both parties
 - The participant may be interviewed by a member of the management team
8. If the matter has not been resolved, it will be referred to a 3 person sub-committee established by the Board of Directors. The committee will not include the relevant course coordinator, or CEO in the case of a staff member.
9. The decision of this sub-committee is final.
10. The complainant will be advised in writing as to the outcome of this final procedure, and offered information on other formal external avenues for appeal.
11. Any systemic issues will be considered by the Quality Review Group to determine whether policy or procedural changes are required and to track the outcome of actions taken.
12. Details of a Grievance and its resolution will be recorded in the Complaints & Improvement Register.

Dissemination

Tutor handbooks

Participant Information