

Complaints and Appeals process

Complaint

Complaints are managed in a fair and unbiased manner and will be resolved locally wherever possible. Other individuals involved in a written complaint will be informed of the complaint and provided opportunity to present their side on the matter.

A written response to a complaint will be provided by either the Learning Centre's Program Manager, or Director, within 21 working days of receipt of the complaint.

Where the Learning Centre considers more than 60 calendar days are required to process and finalise your complaint, we will inform you in writing, including reasons why more than 60 calendar days are required, and provide regular updates on progress of the matter.

If the issue cannot be resolved by the Learning Centre, or the person lodging the complaint is not satisfied with the response, they have the option of submitting their complaint using the WMH online complaint system via:

- internal Queensland Health system <http://wmnet.wmhhs.health.qld.gov.au/divisions/people-and-culture/human-resources/complaints-portal/>
- external Queensland Health system <https://www.westmoreton.health.qld.gov.au/form/consumer-feedback-form>

Unresolved complaint: If a complaint lodged with the Learning Centre, or through WMH, and is not resolved to the satisfaction of the person who lodged the complaint, the option to have the matter addressed by contacting the national regulator, ASQA, via <http://www.asqa.gov.au/> is available.

Appeal

If a candidate (a candidate is a learner undertaking the accredited course assessment) is not satisfied with an assessment result, they have the right to appeal the decision. An appeal must be submitted in writing, within 30 days of the result being issued. Written appeal is to be submitted via email to, QCMHLAssessment@health.qld.gov.au and addressed to the Learning Centre's Program Manager or sent to the centre's postal address.

Appeals are managed in a fair and unbiased manner. The Program Manager will undertake, or coordinate, an investigation into the assessment decision and a written response to the appeal is provided within 21 working days of receipt of the appeal.

Where the Learning Centre considers more than 60 calendar days are required to process and finalise your appeal, we will inform you in writing, including reasons why more than 60 calendar days are required, and provide regular updates on progress of the matter

If the candidate is not satisfied with the outcome of their appeal, they are to respond in writing to the Program Manager within 30 days of receipt of the appeal outcome. Further appeal may be referred to an independent person who is agreed to by both parties. A meeting will be arranged with all parties where the candidate will have an opportunity to formally present their case.