

# 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 will be provided by the Learning Centre's Director, within 21 working days of receipt of the complaint.

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 West Moreton Health (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>

Accredited training (10881NAT): If a complaint lodged with the Learning Centre, or through WMH, is not resolved to the satisfaction of the person who lodged the complaint, for 10881NAT Course in Observing and Documenting the Mental State Examination, the option is available to have the matter addressed by contacting the national regulator, ASQA, via <http://www.asqa.gov.au/>.

## 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, [QCMHL\\_Assessment@health.qld.gov.au](mailto:QCMHL_Assessment@health.qld.gov.au) and addressed to the Learning Centre's Director or sent to the Learning Centre's postal address.

Appeals are managed in a fair and unbiased manner with an investigation into the assessment decision and a written response to the appeal completed within 21 working days of receipt of the appeal.

If the candidate is not satisfied with the outcome of their appeal, they are to respond in writing to the Director 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.

