



# COMPLAINTS AND APPEALS POLICY

## HTA Policy PL.002 Complaints and Appeals Policy

### 1. APPLICABLE STANDARDS

National Standards for Group Training Organisations (GTO's) 2017  
Standard 3.8

### 2. PURPOSE

To ensure that complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively and that the policy is publicly available.

### 3. DEFINITIONS

<b>Standards</b>	National Standards for Group Training Organisations (GTOs) 2017
<b>Trainee</b>	means a person employed by a HTA under an approved Training Contract that leads to a nationally recognised qualification.
<b>Host Employer</b>	means an organisation that hosts, under a written host employer agreement, a trainee employed at that time by HTA, provides supervision and on-the-job training and pays HTA for the trainee services.
<b>HTA</b>	Health Training Australia Inc.

### 4. POLICY

#### 4.1. General

4.1.1. HTA will maintain a complaints and appeals process to manage and respond to complaints and requests for appeal received from GTO staff, trainees, host employers and other parties.

4.1.2. HTA's complaints and appeals policy will:

- ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process;
- set out the procedure for making a complaint or requesting an appeal;
- ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable;
- ensure the decision maker in the process is independent of the decision being reviewed;
- ensure that complaints are maintained as confidential, with information about a complaint only provided to those people who need to know about it, in order for the complaint to be actioned properly.
- provide for review by an appropriate party independent of itself, and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.



## COMPLAINTS AND APPEALS POLICY

- Ensure that records of all complaints and appeals and their outcomes are stored securely.
- 4.1.3. HTA will ensure that trainees (and guardians) and, where relevant, host employers and other parties, are provided with information about the complaints and appeals process.
- 4.1.4. The HTA Complaints and Appeals Policy will be publicly available via the HTA website, and information on the policy included within the HTA Trainee and Host Employer Handbooks.
- 4.1.5. As part of Operational Meetings and Annual Review processes, HTA will review the number and level of complaints received, in order to identify potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.
- 4.1.6. HTA will permit reasonable adjustments to the Complaints and Appeals process where required for access and equity purposes.

### 5. POLICY LINKS

NA.

### 6. POLICY DOCUMENTS AND SUPPORTING MATERIAL

PR.006 Complaints and Appeals Procedure

FT.001 Complaint Form

FT.002 Complaint Processing Form

FT.004 Appeals Form

FT.003 Complaint Register

FT.005 Appeals Register

### 7. POLICY REVIEW AND IMPLEMENTATION

The General Manager Recruitment and Training is responsible for the implementation of this Policy and may delegate responsibilities for elements of this Policy. Where this occurs, this delegation must be recorded within this document. This Policy is to be reviewed on an annual basis, or more frequently as required, with revisions detailed below.

Date of Issue and Revision	Description of Amendment	Reviewed (Coordinator/ Manager)	Authorised (General Manager)
Rev. 1.0 21/10/2019	Replace previous 1.04 and 1.05 document, separate into Policy and Procedure.	Samantha McPartland	Jan Norberger
Rev. 1.1 25/10/2022	Amend Job Titles	Peita Alberti	Jan Norberger