



# PICAP01 Complaints & Appeals Policy

## Purpose

1. The policy is based on providing and maintaining training services that are fair and reasonable and afford a forum where issues or inadequacies can be resolved. Pivot Solutions Pty Ltd trading as The Pivot Institute and Mine Training Australia's process provides adequate opportunity for complaints and appeals to be forwarded to Pivot Solutions Pty Ltd management in a timely, confidential and sensitive manner.

## Scope

2. At Pivot Solutions Pty Ltd trading as The Pivot Institute and Mine Training Australia, the Chief Executive Officer is appointed as the Complaints Resolution Offices. The objective is to ensure that all staff and those acting on behalf of Pivot Solutions Pty Ltd act in accordance to the Code of Practice. The Process provided clients / stakeholders a clear process to follow in order to register a complaint. It ensures all parties involved are kept informed of the resulting actions and outcomes.

## Procedure

3. Initially, if a student feels that they have been found 'not yet competent' unjustifiably or have another complaint they are encouraged to speak to their Assessor about their concerns. If they feel they still have grounds for appeal, or they are uncomfortable speaking to the Assessor, then the following procedure is to be followed.
  - a. All complaints / appeals should be submitted to Pivot Solutions Pty Ltd trading as The Pivot Institute and Mine Training Australia in writing at the earliest possible opportunity.
  - b. A complaint in writing will constitute a formal complaint from the client / stakeholder.
  - c. The Chief Executive Officer of Pivot Solutions Pty Ltd will be informed through receipt of all clients / stakeholder complaints / appeals.
  - d. The Chief Executive Officer of Pivot Solutions Pty Ltd may delegate responsibility for the resolution of the complaint / appeal as required.
  - e. In the case of a complaint / appeal, the Chief Executive Officer of Pivot Solutions Pty Ltd will initiate a transparent, participative process to deal with the issues at hand.
  - f. Where possible complaints or appeals are to be resolved within 10 working days of the initial application. If more than 60 calendar days are required to process and finalise the complaint, the student will be informed in writing, including the reasons why.
  - g. In all cases the final conclusion will be endorsement by the Chief Executive Officer of Pivot Solutions Pty Ltd.

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- h. The client / stakeholder will be advised in writing of the outcome of their complaint/ appeal.
  - i. If the outcome is not to the satisfactory of the client, they may seek an appointment with the Chief Executive Officer of Pivot Solutions Pty Ltd.
  - j. If the Assessor is the Chief Executive Officer, the appeal will be reviewed by another Trainer and Assessor within Pivot/Mine Training Australia and if resolution is not reached external stakeholder input will be sought to determine outcome.
  - k. The Chief Executive Officer's decision will be final. The client has the option to seek outside assistance to pursue the complaint, grievance or appeal.
  - l. All grievances, complaints and appeal will be handled as Staff-In-Confidence.
4. All complaints / appeals will be discussed as at the regular staff meeting for continuous improvement of the process.
  5. All complaints, complaints grievances (CGA) and appeal are to be held on file, with a copy in the student file and the originals in the CGA file.
  6. Details concerning the scope of Complaints and Appeals Policy are to be provided to current and potential students through The Client Handbook on The Pivot Institute and Mine Training Australia websites.

Approved by:

Elisa Uyen  
 Chief Executive Officer  
 Pivot Solutions Pty Ltd

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