1. Policy Statement

West Coast Institute values the opportunity to improve through complaints and is committed to resolving complaints and appeals.

2. Principles

We will:

- Provide information about how to make a complaint or appeal that is easy to access and understand
- Acknowledge complaints and appeals promptly and keep the complainant informed throughout the process
- Deal with complaints and appeals objectively, efficiently and courteously.
- Use complaints and appeals as a source of continuous improvement

3. Scope

Any person can make a complaint. Appeals can be made by students in accordance with the Appeals Procedure. This policy includes the conduct of and the decisions made by a third party providing services on behalf of West Coast Institute, who will have appropriate complaints and appeals procedures in place.

4. Definitions

A complaint is an expression of dissatisfaction recorded in the West Coast Institute Complaints Register.

An appeal is a request made on the West Coast Institute Appeals form to review an assessment decision made by a West Coast Institute assessor for a unit of competency.

5. Related legislation and documentation

Standards for Registered Training Organisations 2015

WCI Complaints Procedure / WCI Complaints Form

WCI Appeals Procedure / WCI Appeals Form