



TRAINEE PROGRAM COMPLAINTS AND APPEALS POLICY

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If you are not satisfied with the outcomes of assessment or have a complaint about any part of the Trainee Program or the service offered by the PGA Academy, you may appeal or complain formally. If you wish to lodge an appeal or complaint you will be asked to complete the appropriate form via the Fairway (current students), or the Complaints form located on the PGA website, which will be responded to in writing within seven (7) working days. Appeal of assessment outcomes must be lodged within seven (7) working days of being advised of the assessment decision.

The PGA Academy treats all complaints seriously. We will investigate each complaint and work with you to resolve any issue using a fair and equitable process.

The PGA will have a fair and equitable process for dealing with Trainee Member complaints. In the event that complaints cannot be resolved internally, an external group should be nominated to arbitrate (See Below).

The process for the lodgement and hearing of complaints is as follows:

1. The Trainee Member is to lodge in writing using the '**Complaints form or the Appeals form**' **within 7 days** of the issue/complaint/circumstance occurring. This application is to be inclusive of all representations, supporting documentation (e.g. medical reports) and the like.
2. The Complaint/Appeal will be reviewed by the National Training and Education and forwarded to the Vocational Members Council if a decision cannot be made.
3. The Vocational Members Council (or equivalent) will review the appeal/ application and determine an outcome for the matter.
4. If required the Vocational Members Council will be convened to hear the appeal and receive representation from the Trainee by way of personal attendance, teleconference attendance or similar should the Trainee wish.
5. The Vocational Members Council (or equivalent) will instruct the PGA Academy to advise the Trainee Member of the outcome of the hearing and communicate this in writing. The advice will include any corrective action/revised or amended requirements of the Trainee Member, staff member or organisation as they may pertain to the decision.
6. It would be normal for this information to be conveyed by personal contact prior to official notification being forwarded to the Trainee Member.
7. The result of an appeal process is to be determined **within twenty-eight (28) days** of receipt of the complaint/appeal.
8. The Trainee Member may make further appeal to an Appeals Committee (E.g. the Full Board of the PGA of Australia) should they be dissatisfied with the process which occurred in determining the outcome of the initial appeal.

In the instance that a complainant is not satisfied with the handling of their complaint by the RTO, or there are extenuating circumstances that preclude the complainant from lodging their complaint directly with the RTO, they may seek external assistance and lodge their complaint with the registering body or the **National Training Complaints Hotline** at the Australian Department of Education, Science and Training, telephone: **1800 000 674** or nationalcomplaintshotline@dest.gov.au