



## **S1.02 Complaints and Appeals Policy**

### **Preamble**

Learning Systems Australia Pty Ltd is committed to the early resolution of staff and customer complaints and appeals in a fair and impartial manner.

### **Principles**

Learning Systems Australia Pty Ltd deals with all complaints and appeals efficiently and effectively. Every complaint and appeal is recorded in writing with details of the process undertaken to resolve the case and its outcome. Learning Systems Australia Pty Ltd will take appropriate action if a complaint is substantiated.

All complaints are initially referred to the Chief Executive Officer, who mediates to resolve the situation with all parties involved. If the complaint remains unresolved, an independent mediator is engaged.

All appeals made against decisions by Learning Systems Australia Pty Ltd are referred to an independent person or panel, with proven mediation and negotiation skills and/or industry expertise.

The appellant is given the opportunity to formally present their case and is provided with a written statement of the outcome of their appeal and the reasons for the decision.

All staff and clients are provided with information relating to lodging complaints and appeals through the following avenues:

- Client orientation sessions
- Staff induction sessions
- Code of Practice document

This information provides details of the complaint and appeal process, including timelines, rights and responsibilities of the parties involved, and client support strategies.

Learning Systems Australia Pty Ltd annual review process examines the details of each complaint and appeal with a view to incorporating improvements to its operations that will reduce the likelihood of future complaints.

**Other policies relating to this policy**

[S1.01](#) Quality Management Policy

[S1.03](#) Risk Management Policy

[S6.14](#) Access & Equity Policy

[S6.15](#) Client Services Policy

[S7.17](#) Staffing Policy

Code of Practice

**Procedures relating to this policy**

[PRO03](#) Complaints and Appeals procedure

**Review Date**

This policy is periodically reviewed and revised. Revisions are made as and when required. The period between reviews must not exceed 5 yrs. The date for review of this policy is on or before June 2026.

**Signed:** .....

**Name:** Wayne Smith

**Position:** Chief Executive Officer of Learning Systems Australia Pty Ltd

**Date:** .....