

# POLICY

Area: 2 - Administration  
Dept: 19 - Communications  
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# Appeals

## *Our Policy:*

Safety Direct Solutions (SDS) is committed to ensuring that all participant appeals are dealt with in a fair, courteous, timely and professional manner.

SDS will maintain a record of appeals in accordance with this policy.

### **1 AIM**

At SDS, client service is a key element of our business. We focus on continuous improvement strategies, matching client needs to service obligations, setting realistic service standards and providing leadership in service delivery.

The aim of this policy is to ensure that SDS responds to appeals raised by a participant and establishes a procedure which ensures that appeals are recorded, acknowledged and dealt with in a fair, courteous, timely and professional manner.

### **2 RISK MANAGEMENT**

An absence of a policy on appeals would carry the following associated risk:

- a participant complaining about the delivery of a SDS service;
- missed opportunities to improve the organisational effectiveness, service delivery and general reputation;

This policy has been developed on the principles of fairness and equity and it embraces the principles of natural justice. On this basis, this policy seeks to minimise the above risks.

### 3 DEFINITIONS

#### *PARTICIPANT*

An individual who undertakes a commercial arrangement for the purchase of training services supplied by SDS.

#### *FEEDBACK*

Any form of verbal or written comment (including letters, e-mail, telephone calls) from participants regarding SDS services.

### 4 PROCESS

An appeal against an assessment outcome or process may be lodged at any time if the participant feels they have been disadvantaged or discriminated against.

The appeals process applies to:

- Assessments conducted within a course
- Assessments or decisions within a skills recognition (RPL) process

All participants have the right to appeal an assessment decision where they feel they have been treated unfairly or discriminated against.

Valid grounds for submitting an appeal may include but are not limited to:

- Alleged bias of the assessor
- Level of competence of the assessor
- Alleged wrong advice from an assessor
- Alleged unsuitable or inappropriate assessment process
- Faulty or inappropriate equipment

A participant wishing to submit an appeal must do so by following the *Appeals Procedure* (SDS-PRO-AREA2-D19-46).

The *Feedback, Complaint & Appeals Form* (SDS-FRM-AREA2-D19-124) is to be made available at all times for all participants at all courses and skills recognition processes.

### 5 MONITORING

The information provided in the *Feedback, Complaint & Appeals Form* will be recorded on the SDS Client Feedback Register, which will be maintained and managed by the Quality & Compliance Officer. The Register will be used to identify opportunities to improve client service. In addition, the information obtained will be used for statistical and audit reporting purposes.

## 6 EVALUATION

### **APPROPRIATENESS**

This policy will be deemed appropriate if:

- SDS participants are aware of the appeals process and consider it fulfils their needs.

### **EFFECTIVENESS**

This policy will be deemed effective if:

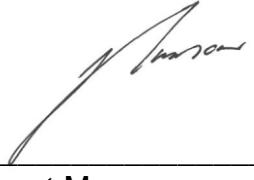
- SDS uses the SDS *Client Feedback Register* to identify opportunities to improve participant service and implements initiatives accordingly.
- SDS participants are satisfied that an adequate resolution to their appeal has been obtained.

### **EFFICIENCY**

The efficiency of this policy will be measured according to:

- An analysis of feedback that has been actioned within the allocated timeframe to the satisfaction of the participant and SDS.

Authorised by:



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Stewart Masson  
Chief Executive Officer

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