

## Grievances and Appeals Policy

### 1. Purpose

This policy is based on providing and maintaining training services that are fair and reasonable and afford a forum where issues can be resolved. This process provides opportunity for grievances and appeals to be forwarded to Katrinas School of Hair and Beauty management in a timely and confidential manner.

### 2. Scope

Grievances and appeals are defined into two (2) categories – non-academic grievances and academic grievances. It is the responsibility of the Principal, Course Coordinators, Trainers and Student Administrators of Katrinas School of Hair and Beauty to actively partake in complaints resolution. The object of this policy is to ensure that all members of staff at Katrinas School of Hair and Beauty act in a professional, consistent and fair-minded manner at all times. This policy provides students with a clear process to register a grievance or appeal. It ensures all parties involved are kept informed of the resulting actions and outcomes.

### 3. Procedure and Process

#### 3.1 Grievances and Appeals

##### 3.1a Informal Grievance Procedure

If a student has a grievance they are encouraged to speak immediately with the trainer to resolve the issue. If the student is not satisfied that the issue has been resolved they will be asked to formally lodge their grievance in writing to the students respective Campus or Course Coordinator. Within this formal application, the student must clearly describe the type of grievance – non-academic or academic and submit their application with any supporting documentation. Katrinas School of Hair and Beauty will then investigate the grievance through the Formal Grievance Procedure and advise the complainant of the outcome. **Formal Grievance Procedure - See Annex A**

##### 3.1b Formal Grievance Procedure

###### Stage One

Once the complainant has requested the grievance be further investigated it will subject to Stage One. The investigation will be completed by the respective Campus or Course Coordinator. The complainant will be informed of the outcome within fourteen (14) days by writing. The complainant will be advised of their right to access Stage Two of this procedure if they are not satisfied with the outcome of Stage One

###### Stage Two

If the complainant is not satisfied with the outcome of Stage One they may write to the Principal and Appeal the original decision. The complainant must in the written appeal to the Principal set out in detail the issue of concern. The Principal will actively review the case by conducting consultations with the complainant and other relevant persons to form a decision. The complainant will be informed of the outcome within fourteen (14) days by writing. The complainant will be advised of their right to access Stage Three of this procedure if they are not satisfied with the outcome of Stage Two.

### **Stage Three**

If the complainant is not satisfied with the outcome of Stage Two they may request that the matter be referred to an external dispute resolution process by a body appointed for this purpose. Any costs associated by this process will be the responsibility of the student/complainant.

The details for the external body and contact are:

Dispute Resolution Centre- Brisbane

Call 07 3239 6007 or 1800 017 288 or fax 07 3239 0200 or email [drc.sq@justice.qld.gov.au](mailto:drc.sq@justice.qld.gov.au)

Katrinass School of Hair and Beauty will give due consideration to any recommendations arising from the external review within seven (7) days.

## **4. Appeals**

Katrinass School of Hair and Beauty strives to deal with appeal issues as soon as they emerge. If the complainant is not satisfied with the original decision made at Stage One, they may begin the formal appeal process, by completing the requirements outlined under Stage Two. Upon receiving the complainants appeal in writing the Principal of Katrinass School of Hair and Beauty will then investigate the appeal through the Formal Appeals Procedure and advise the complainant of the outcome. If the student is still not satisfied with the outcome at this stage they may access Stage Three. **Formal Appeal Procedure - See Annex A**

## **5. Administration**

All grievances and appeals will be discussed at Management Review Meetings for continuous improvement of the processes.

All grievances and Appeals are to be held on file in Power Pro and as hard copies within student files.

Details concerning the scope of the Grievances and Appeals Policy are to be clearly displayed throughout the organisation and contained within the Employee Induction Process, Student Enrolment and on Katrinass School of Hair and Beauty website [www.katrinass.com.au](http://www.katrinass.com.au)

**ANNEX A: Grievances & Appeal Procedure**



