

Grievances and Appeals

Blueprint Career Development

1 Policy

Blueprint Career Development believes that individuals have the right to raise complaints or appeals and expect resolution without prejudice or fear of reprisal. Complaints and appeals can be made formally and in writing. Blueprint Career Development manages all complaints and appeals fairly, equitably, and efficiently, encouraging open discussion and resolution. Confidentiality is maintained throughout the process to protect the rights and privacy of all involved.

2 Purpose

This policy ensures clear and practical guidelines for resolving complaints and appeals related to Blueprint Career Development, including those from students, trainers, staff, and third parties, in accordance with principles of natural justice.

3 Scope

This policy applies to complaints and appeals involving:

- Blueprint Career Development and its staff.
- Third-party service providers on behalf of Blueprint Career Development.
- Students of Blueprint Career Development.

4 Procedure

Grievances

1. Initial Discussion: Attempt to resolve the issue directly with those involved.
2. Escalation to Office Manager: If unresolved, discuss the issue with the Office Manager. Resolved outcomes are documented and signed by both parties, with a copy stored securely.
3. Formal Complaint: If still unresolved, submit a written complaint to the General Manager, including a description of the issue, prior steps taken, and desired resolution.
4. General Manager Review: The General Manager or a designated representative will review the complaint within 2 days, aiming to resolve it within 14 days. This includes preliminary enquiry, informing relevant parties, and providing opportunities for all parties to present their case.
5. Independent Mediation: If unresolved, an independent party may be engaged to resolve the issue within 14 days. Costs and procedures for this will be communicated to the complainant.
6. Final Resolution: All parties receive a written statement of outcomes within 14 days. If the process exceeds 60 days, the complainant will be notified of delays and progress.

Appeals

1. Submission of Appeal: Appeals can be made against decisions or assessments, following similar steps as grievances.
2. Review Process: The General Manager will review the appeal within 2 days, aiming for resolution within 14 days. Opportunities to present the case and resolution discussions are included.
3. Independent Review: If unresolved, the appeal may be referred to an independent party, with outcomes provided within 14 days.

Additional Information

- VET Regulator: If dissatisfied with outcomes, complaints can be made to the Australian Skills Quality Authority (ASQA).
- [ASQA Complaints](#)
- [National Complaints Hotline](#)
- Continuous Improvement: Substantiated complaints and appeals are reviewed to prevent recurrence, and actions are recorded on the Continuous Improvement Register.
- Illegal Activities: Complaints related to illegal activities are referred to the appropriate authorities immediately.
- Documentation: All related documentation is stored securely as per the Records Management Procedure.