



APPEALS POLICY

PUBLICATION DETAILS

DGT Employment and Training Operating Principles

Name of publication OP-004 Appeals Policy

Version 7.0

Approved 20th August 2021

Published by Toowoomba Regional Group Apprenticeship Company Pty Ltd, trading as DGT Employment and Training.

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A participant wishing to appeal against a decision is entitled to pursue the following course of action:

1. Informal discussion with the trainer/ assessor and/or relevant staff member related to your complaint or assessment outcome/result.
2. If the participant is dissatisfied with the determination made by the trainer, staff member or third party provider, the participant is at liberty to appeal to the General Manager – Operations. This appeal is required to be submitted in writing.
3. If the participant is dissatisfied with the determination of the General Manager - Operations, the participant is at liberty to appeal further to the Appeals Committee.
4. Notification of the appeal must be in writing, addressed to the **Appeals Committee**, dgt@dgt.org.au. Notification of the appeal must be acknowledged by DGT within seven days.

The Appeals Committee shall:

1. Examine the processes or procedures that were followed throughout the complaints and/or appeal process before the Committee. The Committee will then make a decision on the matter at hand.
2. Notify the participant no less than five days before the date, time and place of the hearing, there will be opportunity for the participant to present their appeal at this hearing. The participant may be represented by an independent who may attend the hearing. The representative may be a family member/guardian, mentor or union representative.
3. Keep minutes of all hearings and meetings which are held in both the absence, and attendance of the participant. The minutes kept shall be a true record of the manner in which the investigation was executed and a fair summary of the evidence submitted. The minutes will be verified by all present at the conclusion of each hearing or meeting.
4. Notify in writing DGT's Trainer and/or Assessor and participant of the committee's determination.
5. Act upon any complaint that is found to be substantiated within 60 days or notify the appellant/complainant of reasons for a delay in finalization and regularly update on the progress.
6. Provide for the provision for review by an independent third party.
7. Record the details in the Continuous Improvement Register.

The Appeals Committee will consist of the following persons:

1. The Company's High Managerial Agent plus another Senior Manager
2. Workplace Supervisor of the participant (if applicable)
3. Parent/Guardian, family member, union representative.

VERSION CONTROL LOG

Version Number	Summary of Change	Date of approval
1.0	Initial publication	
7.0	Continuous Improvement version control	20.08.2021