

Disputes, complaints and appeals policy

Disputes and complaints can happen in any workplace. A dispute exists when one or more people disagree about something and the matter remains unresolved. Disputes can be between any person or outcome of Flowers to Impress and any other person with whom the RTO may interact within the provision of services.

Participants are encouraged to highlight any issues that cause them concern in dealing with Flowers to Impress. Flowers to Impress ensures the principles of natural justice and procedural fairness are adopted at every stage of the dispute, complaint and appeal process. Procedural fairness and natural justice are terms used to ensure fair procedures are followed when decisions are being made that affect the rights, obligations and legitimate expectations of an individual. Procedural fairness and Natural Justice have two parts:

- a) The hearing rule which requires that if an action could adversely affect the individual, the individual should be given the chance to state their case prior to any action being taken, this is also described as "the right to be heard".
- b) The rule against bias which requires the decision maker to be impartial and prejudice free. The decision maker should be unbiased in that they don't have an actual, possible or perceived conflict of interest in the issue or its outcome/solution.

Any dispute with Flowers to Impress will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. Disputes, complaints and appeals are managed fairly, efficiently, and effectively. Flowers to Impress values clients' comments and strives to incorporate client feedback into the continuous improvement process. Flowers to Impress documents and implements procedures for dealing with disputes, customer complaints and student assessment appeals in a constructive and timely manner.

Dispute resolution procedure

Dispute resolution is how disputes are brought to an end. This can occur through:

- A negotiated outcome, where the parties concerned resolve the issue themselves
 - A mediated outcome, where an independent mediator helps the parties arrive at their own agreement, or
 - An arbitrated or adjudicated outcome, where an independent arbitrator or court decides how the dispute should be resolved and makes a binding decision to that effect.
1. The person making the complaint will contact the Director of Flowers to Impress within 7 days. This might be verbally, in writing, through email or on a Flowers to Impress feedback form. At any time the complainant may have a support person at any relevant meeting.
 2. The Director of Flowers to Impress gathers the facts and documents the dispute on Flowers to Impress Complaint form.
 - What is the specific issue?
 - What are the facts about the complaint?
 - Was supplier, client or staff member aware of expectations?
 - What solutions are possible to remove obstacles and resolve the complaint?

3. The Director of Flowers to Impress meets with the person to try to resolve the dispute through discussion. The director meets with the person with the complaint to give the complainant a chance to provide their side of the story. The director is to keep the discussion solution--focused.
4. The Director of Flowers to Impress and the complainant decide what form of action is required. The resolution is documented on the Flowers to Impress Complaint Form and noted in the Performance Improvement Register. The root cause will be noted and included in the RTO's cycle of continuous improvement
5. Should the complainant believe the dispute is not addressed appropriately, he / she may formally request to have the dispute heard by a third party or panel independent of the RTO and acceptable to all parties to the appeal. Queensland has a training ombudsman with a dedicated support service to resolve training issues. More information on the Queensland Training Ombudsman is available at <http://trainingombudsman.qld.gov.au/>

If the dispute is of a business nature, the dispute can be heard through the Fair Work Commission (www.fwc.gov.au/Issues-we-help)

6. Should the dispute process take longer than 60 days, the appellant will be informed in writing. The appellant will be updated regularly as to how the case is progressing

<https://www.fairwork.gov.au/sites/default/files/migration/711/effective-dispute-resolution-best-practice-guide.pdf>