

NEW WEST COAST (Private) Limited

COMPLAINTS AND APPEALS POLICY

It is New West Coast Pte Ltd policy to facilitate complaints or appeals and look upon them as an opportunity to learn, adapt, improve and provide better services. This policy is intended to ensure that complaints or appeals are dealt with properly and that all complaints, appeals or comments by service users are taken seriously. The policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. It is NOT part of the Group of Companies disciplinary policy.

AIM

The aim is to ensure that its complaints and appeals policy is properly and effectively implemented, and that service users feel confident that their complaints or appeals and worries are listened to and acted upon promptly and fairly. Management believes that failure to listen to or acknowledge appeal or complaints will lead to an aggravation of problems, service user dissatisfaction and possible litigation. Management supports the concept that most complaints or appeal, if dealt with early, openly and honestly, can be sorted out at a local level between just the complainant and applier.

HANDLING OF COMPLAINTS AND APPEALS

New West Coast Pte Ltd treats any student and client complaints as important feedback to us. We ensure that all student and client complaints are handled in a fair, consistent and transparent manner. Confidentiality will also be respected for all parties. Our Training Admin Office will manage student/client welfare including handling of complaints and appeals and have a system to tackle these issues.

- For any complaint or appeal – whether it is verbally lodged or by mail; fax or email, New West Coast Pte Ltd will document the nature of appeal and give an interim acknowledgement that the matter is being investigated. We will acknowledge the complaint **within 2 days**.
- The Admin Staff/Head of Department will be required to conduct the necessary investigation to establish the circumstance and facts of the case and forward their recommendation and offer a solution to the student/client **not later than 7 days**.
- If the student/client accepts the solution, no further action will be pursued except record and file the proceeding for completed action.
- If the student/client declines the solution offered by Training Admin Staff/Head of Department, the complaints or appeals will be referred to the Director, who may review the case and offer a second solution. All these proceedings would be completed **within 14 days** and the applier/complainant is kept informed of the status.
- If the student/client still refuses to accept the latest solution, New West Coast Pte Ltd Managing Director may suggest that the matter be referred for third party mediation, i.e. as an alternative to legal action/proceedings.
- Any complaints/appeals will also be mentioned during Head of Department meeting for discussion and feedback.
- If for a student/client then details of the complaint/appeal are recorded in the student/client Feedback Form – this provides information on nature of complaint/appeal, solutions and time taken to resolve it.
- For a staff member it shall be as per the grievance procedure.

The named appeal or complaints manager with responsibility for following through appeal or complaints is via the Training department and then escalated to the Director/Managing Director.