

COMPLAINTS

Policy Objective

The objective of this policy is to ensure students and clients understand their rights and ET Australia's responsibilities under Standard 6 of the Standards for Registered Training Organisation (RTO's) 2015.

ET Australia has processes in place that promotes the timely and fair resolution of concerns, complaints (including grievances) and appeals.

The following processes are in place to manage and respond to any issues that an individual, (including all staff, students, clients and members of the public), may have when dealing with ET Australia with regards to conduct issues of any staff member of ET Australia, including Trainers and Assessors, students of the Training College, or a Third Party providing services on behalf of ET Australia.

The following complaints and appeals procedures are intended as a constructive exercise which, through the processes of conciliation and mediation, invites professional compatibility.

Any ET Australia employee can receive a complaint. The employee who receives the complaint will need to determine whether it is a matter that can be resolved informally or whether it should be referred to ET Australia's Consumer Protection Officer and resolved through a more formal process.

Procedural Guidance for Complaints Management

Informal Complaints

Where possible, complaints should be resolved through an informal process of discussion and cooperation. It is important that all complaints should be handled promptly to ensure fast resolution. Where a grievance is raised regarding a workplace situation, if possible it should be raised directly by the complainant to the offender indicating that his/her behaviour is offensive and unacceptable.

Any matter which cannot be resolved informally must be referred to the Consumer Protection Officer or the Chief Executive Officer, or if the complaint or grievance concerns the action of the Consumer Protection Officer or the Chief Executive Officer (CEO) then:

- Member of the Board of Management
- Trade Union or Associate
- The Anti-Discrimination Board

This initial contact will offer support and maintain confidentiality. These people can then assist in determining which course of action to take.

Formal Complaints

All formal complaints should be reported in writing and submitted to ET Australia's Consumer Protection Officer.

The **written statement** should detail:

- description of the complaint, appeal or grievance
- whether the complainant is wishing to formally present their case
- steps that have been taken to deal with the issue
- what the complainant would like to happen in order to feel that the issue has been resolved and to prevent it from happening again, and
- accurate records of dates, times, places, witnesses, previous complaints made and to whom etc.

There is an optional 'Complaints Form' for completion which can be provided upon request.

- After receipt of a written formal statement of complaint the Consumer Protection Officer will mediate to attempt to resolve the situation within a seven (7) day, (working day), timeframe. If the complaint or grievance cannot be dealt with to the complainant's satisfaction within a seven (7) day period the complainant should be referred to the CEO.
- An initial interview will be conducted by the CEO, if inappropriate, another independent party as identified above.
- At this interview the complainant will not be *pre-judged*. The complaint will be taken seriously and dealt with sympathetically. The complainant may wish to invite another person to the interview.

At this interview the CEO or other nominated party will:

- Take notes in the complainant's words
 - Check all the details with the complainant
 - Advise of all the choices available to the complainant
 - Obtain the complainants agreement before taking any further action
 - Mediate between both parties
- The CEO will advise the complainant of ET Australia's complaints process.
 - The CEO will advise the complainant of their rights and responsibilities and explain how ET Australia will attempt to resolve the complaint. The timeframe for this process may vary but should take no longer than fourteen (14) days.
 - All parties involved will receive a written statement of the outcomes, including reasons for the decision within the fourteen (14) day period.

The complainant will be informed of their right to submit their complaint to the relevant Government Department.

- If the complaint remains unresolved an independent mediator will be engaged. The CEO will ask the complainant if they would like to pursue the matter further. In this case the other party will be notified in writing and the Board of Management informed. This process will commence within 48 hours from the time the CEO receives notification about the complainant's dissatisfaction to the response received.

Process to Assist Complainant

- To raise a formal complaint a written statement should be prepared, as detailed on previous page. The complainant should ensure they retain a copy of all documented records.
- The complainant should attempt to continue his / her activities as well as possible.
- Complainants have the right to have a nominated person involved at all times during the process.
- All complaints, (including grievances), and their resolution will be recorded in the ET Australia Complaints Register and in complainants and / or employee file. Complaints and grievances are monitored and reviewed by ET Australia to prevent their recurrence and to improve operations and services.

Definitions

Grievance

A grievance is a complaint about any type of work related problem that is causing distress including but not limited to, harassment, bullying and discrimination. The grievance may arise from a decision or act by any person within the College which is considered by the Complainant to be wrong or discriminatory.

Complainant

The student(s) or member(s) of staff or the public notifying of a complaint.

Complaint

A complaint is any type of grievance, problem or concern about the ET Australia Training College, or any services offered by the Training College or its staff.

This policy complies with Standards for RTOs 2015 Standard 6 (Clause 6.1 – 6.6)			
Amendment	Date	Change	Associated Documents
			Complaints Form
			Complaints and Appeals Register within the CI Database
			Student Handbook
APPROVED BY:			DATE: