

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. For example, a student may wish to have a private discussion with their Trainer / Assessor in the first instance in an attempt to resolve their complaint.

It is important that all complaints are handled promptly to ensure fast resolution. This initial contact will offer support and maintain confidentiality. 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. If the complaint or grievance concerns the action of the Consumer Protection Officer it will be referred to the Chief Executive Officer (CEO).

Formal Complaints

All formal complaints must be completed on 'Complaints Form' which can be accessed on: ET Australia web site: <https://etaustralia.com/forms/>

Receipt of the complaint will be formally acknowledged within 2 business days in writing by the Consumer Protection Officer.

After receipt of a written formal statement of complaint the Consumer Protection Officer will mediate to attempt to resolve the situation as soon as practicable. If the complaint or grievance cannot be dealt with to the complainant's satisfaction the complainant should be referred to the CEO.

All complaints will be dealt with promptly. During the various stages of the process, the complainant will be provided with indicative timeframes that will apply. Timeframes will vary based on the nature of the complaint and the investigations required.

If ET Australia considers that more than 60 calendar days are required to process and finalise the complaint, then we will;

- a) Inform the complainant in writing, including reasons why more than 60 days are required
- b) Regularly update the complainant on the process of the matter.

All parties involved will receive a written statement of the outcomes, including reasons for the decision.

If the complainant is dissatisfied with ET Australia's response to the complaint they will be informed of their right to submit their complaint to the relevant Government Department, after our process is completed.

Smart and Skilled enrolees are also covered by Smart and Skilled consumer protection measures. If an enrolee is unable to have a complaint resolved by ET Australia to their satisfaction, they may then contact Training Services NSW who will offer dispute assistance.

If the complaint remains unresolved after the processes above have been followed then it may be necessary to engage external assistance. A suitable independent person, or panel, will need to be agreed upon by the complainant and ET Australia.

If the complaint is escalated to an external mediation service, the process will be significant and costs incurred will be significant. The external mediation service will be agreed upon with the complainant, ET Australia will obtain a written quote for this process from the agreed mediation company; this written quote is shared with the complainant. If all parties agree to proceed, the costs are shared between the parties unless other arrangement is made.

Complainants can lodge a complaint to ASQA about ET Australia, however, ASQA will not help to resolve disputes between a complainant and ET Australia.

Process to Assist Complainant

The complainant should retain a copy of the formal complaint lodged along with any relevant documented records.

The complainant will continue to be enrolled through the entire process and 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 any services offered by the Training College including services provide by a third party) or its staff.

ET Australia maintains a Complaints and Assessment Appeals Management Register and manages and maintains records of any issues raised in a confidential and secure manner. All complaints and assessment appeals are seen as opportunities for continuous improvement and aim to eliminate or mitigate chances of any similar reoccurrence.

Contact details for ET Australia's Consumer Protection Officer:-

Cath Roden

Training College Manager

Email: Cath.Roden@etaustralia.com

Phone: (02) 4323 1233

NSW Government Funded students can also access the:

Smart and Skilled Consumer Protection Strategy

<https://www.nsw.gov.au/education-and-training/resources/smart-and-skilled-consumer-protection-strategy>

Is also available on the ET Australia Website

Smart and Skilled website: <https://education.nsw.gov.au/skills-nsw>

or contact Smart and Skilled on 1300 772 104

This policy complies with Standards for RTOs 2015 Standard 6 (Clause 6.1 – 6.6)			
Amendment	Date	Change	Associated Documents
Version 4	24 May 2022	Complete review and update	Complaint Form
Version 3	27 Oct 2017	Reviewed in 2019 - no changes	Complaints and Appeals Register within the CI Database
			Student Handbook
APPROVED BY:	Cath Roden	Training College Manger	DATE: 24 May 2022

