



**ACCESS**  
Recognised Training

# **MG002 Managing Complaints**

Access Recognised Training  
RTO# 88203

Policy Title:	MG002 Managing Complaints
Version Number:	1.0
Approved By:	Mark Field
Position:	Managing Director
Effective Date:	19 <sup>th</sup> June, 2015
Change History:	V1. New policy designed to support best practice business operations and align to the <i>Standards for Registered Training Organisations (RTOs) 2015</i>
Associated Documents:	<i>Standards for Registered Training Organisations (RTOs) 2015</i> Standard 6.2, 6.3, 6.4, 6.5 Complaints and Appeals Register Continuous Improvement Register

## POLICY STATEMENT

Access Recognised Training (ART) is committed to providing a positive, professional and safe environment for employees, students, clients, contractors and other stakeholders.

To support this approach a policy and associated processes for managing complaints have been established to ensure, impartiality, transparency and clarity throughout. This policy applies to complaints against ART and also against third-parties providing services on our behalf through a documented third party agreement (in relation to services covered under that agreement). ART commits to addressing complaints in a fair, confidential and timely manner and to using feedback to inform continuous improvement in our organisation.

Under this policy a complaint is considered to be an expression of dissatisfaction with the products or services provided by ART and include things such as:

- Course advice provided and/or the enrolment process
- Inaccurate marketing or promotional materials
- Quality/accuracy of learning resources
- Quality of training and/or assessment services
- Misconduct of employees, contractors or other students
- Access to student support
- Concerns about personal safety
- Inadequate customer service
- Untimely issuance of outcomes, certificates, transcripts and/or statements of attainment
- Application of fees and charges
- Any form of harassment, discrimination, bullying or the like

The policy for dealing with internal grievances of employees is outlined in the Employee Handbook. There is also a separate Appeals Policy for students of ART who have issue with an assessment decision.

Where complainants may have concerns that do not directly concern ART but may impinge on a student's ability to achieve competency, ART will offer advice in referring the student to appropriate external support groups for the required assistance.

## PROCESS

ART's preference is to resolve difficulties directly between the complainant and other parties wherever possible. If this is not possible after following the process outlined below ART will arrange for mediation by a third party.

### Informal Complaints

Informal complaints can be either verbal or written and should be lodged as soon as possible (at a maximum within 7 days) with an ART representative. Where the complaint can be resolved quickly by the representative it should be actioned and the Managing Director informed of both the complaint and the resolution. Where applicable, relevant changes should be added to the Continuous Improvement Register.

## Formal Complaints

Where the informal complaint cannot be resolved to the satisfaction of the complainant the complaint should be escalated to the Managing Director through lodgement of a formal complaint. All formal complaints are recorded in the Complaints Register.

The formal complaint should be made in writing and include, at a minimum:

- full name, address, phone/email address of person lodging the complaint
- details of the concern (include full name where the appeal relates to a specific person)
- any evidence to support the complainant's case
- information on what would constitute a successful resolution for the complainant
- what efforts have been made to resolve the situation through an informal process and reasons for escalating the appeal through a formal process

The Managing Director has responsibility to ensure that no conflict of interest exists throughout the complaints process and that the decision maker throughout the process is independent of the complaint being addressed.

The following principles apply in all cases:

- the person lodging the complaint may be accompanied and/or assisted by a support person throughout the process
- formal records of the complaint, process followed and outcomes are kept on file and recorded in the Complaints Register
- outcomes of complaints are used to inform Continuous Improvement processes and are recorded appropriately in the CI Register
- where a complainant notes a concern that can't be resolved informally but declines to lodge a formal complaint no further action will be taken by ART due to procedural fairness for all involved
- ART will acknowledge in writing the receipt of a formal complaint within 5 working days of receiving the complaint
- where the complaint resolution and investigation process is expected to take more than 30 days ART will inform the complainant of the likely timeframe in writing and will provide regular status updates

Where the complainant is still not satisfied with the outcome after the review by the Managing Director, they may request in writing that an independent external arbitrator be engaged. This independent third party will be determined by the Managing Director and the name, contact details and anticipated review period is communicated to the complainant in writing. Any costs associated with an independent third-party review are the responsibility of the complainant and must be communicated prior to independent review being undertaken to ensure all parties are aware of any costs they may incur.

## Alternative Complaints Options

The following options exist for complaints when the above options are exhausted or as an alternative to the external review outlined above:

### **National Training Complaints Hotline**

The National Training Complaints Hotline allows people to register complaints concerning vocational education and training. The hotline will refer you to the appropriate agency/ authority/ jurisdiction to assist with the complaint:

Calling: 13 38 73

Email: [NTCH@education.gov.au](mailto:NTCH@education.gov.au)

<https://www.education.gov.au/NTCH>

**ASQA** complaints handing service for complaints against RTOs:

Australian Skills Quality Authority

[www.asqa.gov.au](http://www.asqa.gov.au)

Phone: 1300 701 801

Note that ASQA will not advocate on your behalf but rather they will use the information you provide to inform their regulatory approach and risk assessments.