

## Complaints Procedure

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### Procedure / PRO03

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## 1. Purpose

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The purpose of this procedure is to outline the steps for handling complaints received from clients, staff and stakeholders and to ensure that the principles of natural justice and procedural fairness are adopted throughout this process

## 2. Scope

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This procedure applies to all complaints that impact on the organisations management systems, quality of training and assessment, quality of client service and compliance with the VET Quality Framework.

## 3. Definitions

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**VET Quality Framework (VQF) means the following:**

- the Standards for Registered Training Organisations
- the Australian Qualifications Framework
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements
- the Data Provision Requirements

## 4. Responsibilities

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All staff are responsible for:

- The documenting of complaints as per the scope of this procedure.
- Sending the details of the complaint to the Senior Officer

The Senior Officer is responsible for:

- Reviewing the complaints
- Determining the root cause of the complaint
- Informing those involved in the allegation and providing opportunity for individuals involved to present their side of the matter
- Determining the action, if any, to be taken in a fair and unbiased manner and recording outcomes on VETtrak in Student/Staff Profile Implementing the action
- Following up of the complaint to ensure complaint has been finalised and that corrective action has been implemented satisfactorily and the client is satisfied.

## 5. Procedure

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- Staff members receiving the complaint should discuss with the complainant the complaint details to determine if they can implement action that is agreeable to the complainant.
- If the staff member resolves the complaint and the nature of the complaint is in regards to the RTO management systems, the quality of training and assessment, the quality of client services or a non-compliance of the VET Quality Framework the staff member should inform the Senior Officer of the details of the complaint and the action implemented.
- If the staff member receiving the complaint is unable to resolve the issue with the complainant or the complaint is outside of the staff member's area of responsibility then the staff member should request the complainant to put the complaint in writing to the Senior Officer.
- The Senior Officer will review the complaint within 5 working days and determine the root cause of the complaint, determine the appropriate action, if any, record the actions in the VETtrak database and implement the actions.
- The Senior Officer will provide a written response within 14 working days to the complainant of the action taken and the reasons for the decision. A copy of the written response is filed on the complainants file.
- In instances where the Senior Office believes the process will take longer than 60 calendar days to process and finalise any complaints, the individual/s involved will be informed, in writing, the reasons why it will take longer than 60 calendar days and will then keep the complainant updated on the progress.
- The Senior Officer will review the action to determine its effectiveness and client's satisfaction.
- If the complaint cannot be resolved, the client can request that an Independent Panel consider their complaint.

## 6. References

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- Student Handbook
- PRO01 Continuous Improvement Procedure
- PRO06 Records Management Procedure
- VET Quality Framework

## 7. Records

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- Continuous Improvement Register
- VETtrak student/staff files
- Compliant Register