

# Complaints & Appeals Policy

## SCOPE

1. At Train to Gain the Compliance Manager is appointed as the Complaints Resolution Officer.

The objective is to ensure that Train to Gain staff and those acting on behalf of Train to Gain act in accordance with the Train to Gain Code of Practice. The process provides clients/stakeholders a clear process to follow in order to register a complaint. It ensures all parties involved are kept informed of the resulting actions and outcomes.

Clients have the right to submit a Complaint or Appeal verbally or in writing, if they feel that they have been unfairly treated in some way. Complaints are welcomed as a means of ensuring that we identify and overcome problems faced by clients, and provide an opportunity to improve our business and/or the delivery of our training programs.

Train to Gain supports the rights of a client to lodge a grievance or complaint and will not impair that right in any way. Train to Gain will do everything possible to address and grievances or complaints in an unbiased and professional manner.

## PURPOSE:

2. This policy is based on providing and maintaining training services that are fair and reasonable and afford a forum where issues or inadequacies can be resolved. The Train to Gain Process provides adequate opportunity for complaints and appeals to be forwarded to Train to Gain management in a timely, confidential and sensitive manner. Standards for Registered Training Organisations (RTO's) 2015, standard 6.3.
3. In the interests of best practice, Train to Gain adheres to the Standards for Registered Training Organisations (RTO's) 2015 in responding to Complaints about Vocational Education and Training Quality. The nationally agreed guideline documents the recommended approach to complaint handling and resolution for complaints that are lodged:
  - Regarding the quality of training and services provided by Registered Training Organisations (RTOs);
  - From all clients including students, employers, industry, and occupational licensing bodies; and
  - Relating to the actions and services of a State or Territory registering or course accrediting body
4. Complaints will be considered in a transparent, objective, and impartial manner. The Train to Gain Complaints and Appeals Policy and Procedure incorporates the principles of natural justice and procedural fairness. Those with particular needs, such as people whose first language is not English or those with a disability, will not be disadvantaged during the complaints process.
5. The confidentiality of clients and students who raise a complaint or appeal will be maintained and anonymity preserved where requested. Complainants will be informed where such anonymity may limit the extent to which a complaint can be investigated.

## **PROCEDURE**

1. If a client wishes to make a complaint they should verbally raise it with their Trainer/Assessor or other Train to Gain staff member. This will be regarded as an informal complaint.
2. A written complaint submitted to Train to Gain shall constitute a formal complaint from the client/stakeholder.
3. All complaints / appeals should be committed to in writing at the earliest possible opportunity.
4. The Compliance Manager of Train to Gain will be informed through receipt of all client/stakeholder complaints/appeals.
5. The Compliance Manager of Train to Gain may delegate responsibility for the resolution of the complaint/appeal as required.
6. In the case of a complaint/appeal, the Compliance Manager of Train to Gain will initiate a transparent, participative process to deal with the issues at hand.
7. Complaints or appeals are to be resolved within 10 working days of the initial application.
8. In all cases the final conclusion will be endorsement by the RTO Director.
9. The client/stakeholder will be advised in writing of the outcome of their complaint/appeal.
10. If the outcome is not to the satisfactory of the client, he/she may seek an appointment with the RTO Director
11. The RTO Director's decision will be final. The client has the option to seek outside assistance to pursue the complaint, grievance or appeal.
12. All grievances, complaints and appeals will be handled as Staff-In-Confidence.
13. The client has the option to seek outside assistance to pursue the complaint via various external bodies such as:
  - a. National Training Complaints Hotline 1800 000 674
  - b. Email: [nationalcomplaintshotline@deewr.gov.au](mailto:nationalcomplaintshotline@deewr.gov.au)
14. All complaints/appeals will be discussed at Management Review meetings for continuous improvement of the processes. These meetings will be conducted on a quarterly basis.
15. All complaints/appeals will be then referred to our Corrective Action Form. This will then be actioned by the Directors and the findings will be transferred to the Corrective Actions Register. These actions constitute an integral part of Train to Gains Continuous Improvement Policy.
16. All Complaints and Appeals are to be held on file located in Train to Gain administration.
17. Details concerning the scope of Train to Gain Complaints and Appeals Policy are to be regularly updated.

## **DEFINITIONS:**

- **Complaint:** A complaint usually occurs when a client is unhappy with an aspect of the service or product they receive. It is a request for an issue or dissatisfaction experienced by the student/client to be addressed with an outcome
- Verbal complaints constitute an 'Informal' complaint.
- Written complaints constitute a 'Formal' complaint.
- **Appeal:** An appeal occurs if the client is unhappy with the actions and/or decision made regarding their initial complaint.