

COMPLAINTS POLICY

Revision 1.1 Nov 2017

PURPOSE

MiTraining is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, MiTraining is required to have a policy and processes in place to manage and respond to complaints or grievances involving the conduct of staff and learners.

This policy is based on providing and maintaining training and assessment services that are fair and reasonable and afford a forum where issues or inadequacies can be raised and resolved. This process provides opportunity for complaints to be recorded, acknowledged and dealt with in a fair, efficient and effective manner. The object of this policy is to ensure that MiTraining staff act in a professional manner at all times. This policy provides clients with a clear process to register a complaint. It ensures all parties involved are kept informed of the resulting actions and outcomes.

SCOPE

All prospective and enrolled students/trainees or clients. All relevant staff or contractors dealing with students/trainees or clients.

POLICY STATEMENT

MiTraining acknowledges the clients' right to lodge a complaint when they are dissatisfied with the training and /or assessment services and experiences that they have been provided by MiTraining.

MiTraining will ensure that clients have access to a fair and equitable process for expressing complaints, and MiTraining will manage the complaint with fairness and equity.

In doing so, MiTraining:

- a) has written procedures in place for collecting and managing complaints in a constructive and timely manner;
- b) ensures that these procedures are communicated to all staff, third party partners (If applicable) and clients;
- c) ensures that all necessary documentation and resources are in place to enable clients to submit a complaint;
- d) ensures that each complaint and its outcome is recorded in writing; and
- e) ensures that customer complaints and their outcomes are fed into continuous improvement initiatives.

DEFINITIONS

The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.

Third party means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.

POLICY PRINCIPLES

In managing complaints, MiTraining will ensure that:

- a) The principles of natural justice and procedural fairness are adopted at every stage of the complaint process.
- b) The complaints policy is publicly available.
- c) There is a procedure for making a complaint.
- d) Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- e) Complaints will be resolved on an individual case basis, as they arise.
- f) All clients have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third party) or the behavioural conduct of another learner.
- g) All complaints are acknowledged in writing and finalised as soon as practicable.
- h) The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- i) The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- j) In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- k) Final decisions will be made by the CEO, MiTraining or an independent party to the complaint.
- l) The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- m) If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint, the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third party review will be advised to the complainant.
- n) The complainant will be informed in writing by MiTraining if the complaint will take in excess of 60 calendar days to finalise. MiTraining will provide the reasons why more than 60 calendar days are required, in writing. The complainant will also be provided with regular updates on the progress of the complaint.
- o) Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.
- p) All complaints will be handled as in strictest confidentiality and will not affect or bias the progress of the client in any current or future training.

TYPES OF COMPLAINTS

A complaint may include allegations involving the conduct of:

- a) MiTraining, its trainers, assessors or other staff; or

- b) A third party providing services on behalf of MiTraining, its trainers, assessors or other staff;
or

A LEARNER OF MITRAINING.

RESPONSIBILITIES

The General Manager of MiTraining is the Complaints Resolution Officer. The General Manager may delegate responsibility for the resolution of the complaint if necessary.

Details concerning the scope of the Complaints Policy are to be clearly displayed throughout the organisation and contained within the Staff Induction Process, Student Handbook and MiTraining website.

APPEAL TO OUTSIDE AUTHORITY

This Complaints process does not preclude the student seeking redress in other forums outside the MiTraining process.

RECORDS MANAGEMENT

Records of all complaints and their outcomes are maintained securely. Records of complaints include:

- a) How the complaint was dealt with;
- b) The outcome of the complaint;
- c) The timeframes for resolution of the complaint;
- d) The potential causes of the complaint; and
- e) The steps taken to resolve the complaint. All documentation from Refund processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

MONITORING AND IMPROVEMENT

All complaints practices are monitored by the General Manager and RTO Manager and will be discussed and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

CONTINUOUS IMPROVEMENT AND REVIEW OF POLICY

The Complaints Policy and accompanying procedures will be continuously implemented and assessed for areas of improvement and will be formally reviewed annually as part of the general continuous improvement process.

POLICY PUBLICATION

All policies and procedures that are applicable to prospective students/trainees and enrolled students/trainees and all relevant organisation staff/contractors are made available on request at all times, and form part of the induction and orientation for staff and students and are made available, via the website (where appropriate), student administration/management system and internal electronic systems.

NOTES

<i>Related Policies/Procedures:</i>	<i>Continuous Improvement Policy Management of RTO Policy Access and Equity Policy</i>
<i>Related Documents/Forms:</i>	<i>Continuous Improvement Policy Management of RTO Policy Access and Equity Policy</i>
<i>Related Legislation:</i>	<i>Competition and Consumer Act 2010 Fair Trading Legislation and Regulations Trade Practices Legislation and Regulations</i>
<i>Guidelines:</i>	<i>N/A</i>
<i>Approved By:</i>	<i>Chief Executive Officer</i>
<i>Date of Next Review:</i>	