

## Registered Training Organisation Complaints Handling Policy

### Purpose:

This policy ensures that complaints made to the Centre of Professional Learning and Education (CPLÉ) regarding training programs or administration and training services are dealt with in a controlled manner to promote fair, consistent and timely resolve. It aims to ensure that complaints and subsequent outcomes of associated investigations are used to drive continuous improvement activities and ongoing commitment to quality.

### Introduction:

A complaint may be received by through Communities@Work's complaints management system and is used by the Centre of Professional Learning and Education to identify, monitor and facilitate. The complaint may not need to be formally documented by the complainant in order for it to be acted on. Complaints may be made by any person but are generally made by students, parents and/or employers.

*This policy supports within clauses 1.7, 5.4 & 6.1 to 6.6 of the Standards for Registered Training Organisations (RTO's)*

### Authorisation:

This policy is shall be endorsed and issued under the authority of the Deputy Chief Executive Officer.

### Policy:

The Centre of Professional Learning and Education (CPLÉ) has adopted and documented the following policy on complaints management to meet organisational, regulatory and client requirements.

- Students of CPLÉ are provided with grievances and complaints information upon enrolment and is outlined in their terms and conditions of enrolment form in which they agree to sign.
- A written record of all complaints is to be kept by Centre of Professional Learning and Education including all details of lodgement, response and resolution. The complaints management system is to be used as a register to record the details of the complaint and to maintain a chronological journal of events during the complaint handling process. Records relating to complaint handling must be stored securely to prevent access to unauthorised personnel.

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<b>MASTER DOCUMENT – UNCONTROLLED WHEN PRINTED UNLESS SIGNED IN RED</b>		

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- A complainant is to be provided an opportunity to formally present his or her case at no cost.
- Each complainant may be accompanied and/or assisted by a support person at any relevant meeting at her/his own costs of the support person accompanying.
- The complaints policy must be publicly available and accessible. This means that the complaints policy and procedure must be published on the Communities@Work website.
- The handling of a complaint is to commence within seven (7) working days of the lodgement of the complaint and all reasonable measures are taken to finalise the process as soon as possible.
- The complainant is to be provided a written response to the complaint, including details of the reasons for the outcome. A written response must be provided to the complainant within fourteen (14) days of the lodgement of the complaint.
- Complaints must be resolved to a final outcome within sixty (60) days of the complaint being initially received. Where the Centre of Professional Learning and Education (CPLÉ), RTO Manager, considers that more than 60 calendar days are required to process and finalise the complaint, the RTO Manager must inform the complainant in writing, including reasons why more than 60 calendar days are required. As a benchmark, CPLÉ should attempt to resolve complaints as soon as possible. A timeframe to resolve a complaint within thirty (30) days is considered acceptable and in the best interest of CPLÉ and the complainant. A complainant should also be provided with regular updates to inform them of the progress of the complaint handling. Updates should be provided to the complainant at a minimum of four (4) weekly intervals.
- The Centre of Professional Learning and Education shall maintain the enrolment of the complainant during the complaint handling process.
- Decisions or outcomes of the complaint handling process that find in the favour of the student shall be implemented immediately.

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<b>Date of Effect:</b> 14 JUNE 2018	<b>Due for Review:</b> JUNE 2021	<b>Page 2 of 5</b>
<b>MASTER DOCUMENT – UNCONTROLLED WHEN PRINTED UNLESS SIGNED IN RED</b>		

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- Complaints are to be handled in the strictest of confidence. No representative from the Centre of Professional Learning and Education is to disclose information to any person without the permission from the RTO Manger or Deputy Chief Executive Officer. A decision to release information to third parties can only to be made after the complainant has given permission for this to occur. This permission should be given using the Release of Personal Information Form in accordance with the Privacy Act 1988.
- In the event a complaint cannot be resolved to the satisfaction of the complainant, Communities@Work will provide the complainant with contact information for the ACT Human Rights Commission to access external complaints processes.
  - Complaint investigations shall be based on the principles of fairness as stipulated below:
  - Complainants have the right to be without fear of judgment, punishment or service diminution as a consequence of lodging a complaint.
  - Communities@Work employees implicated/named in complaints have the right to respond to allegations made against them.
  - Complainants have the right to be informed of the reasons for decisions, and avenues for further review.
- When a complaint against the Centre of Professional Learning and Education is upheld, Communities@Work shall ensure they:
  - accept responsibility,
  - explain what went wrong and why, and
  - develop and implement reasonable changes with the primary objectives of preventing the issue from reoccurring and improving quality output without impeding compliance

## Definitions:

Complaint	An expression of dissatisfaction, whether justified or not
Complainant	The person making the complaint
Complaints Register	A register that catalogues all incoming complaints and their outcomes

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<b>Date of Effect:</b> 14 JUNE 2018	<b>Due for Review:</b> JUNE 2021	<b>Page 3 of 5</b>
<b>MASTER DOCUMENT – UNCONTROLLED WHEN PRINTED UNLESS SIGNED IN RED</b>		

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## Attachments & Forms:

1. Release of Personal Information Form
2. CPLE Terms and Conditions of Enrolment Form

## Related Documents:

RTO-PRG-POL-001	Appeals Policy
RTO-PRG-POL-001	Appeals Procedure
RTO-PRG-PRO-001	Records Management Procedure
RTO-PRG-POL-001	Records Management Policy
ORG-QMS-POL-022	Complaints Management Policy
ORG-QMS-PRO-001	Complaints Management Procedure
ORG-QMS-POL-006	Quality Policy and Objectives
ORG-QMS-POL-006	Continuous Improvement Policy

## References:

- 1) AS/NZS ISO 9001:2008 – Quality Management Systems Requirements.
- 2) Human Rights Act 2004 (ACT)
- 3) Privacy Act 1988

## Document Contact:

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<b>Document Type:</b> POLICY	<b>Doc Ref No:</b> RTO-PRG-POL-007	<b>Version No:</b> 1
<b>Date of Effect:</b> 14 JUNE 2018	<b>Due for Review:</b> JUNE 2021	<b>Page</b> 4 of 5
<b>MASTER DOCUMENT – UNCONTROLLED WHEN PRINTED UNLESS SIGNED IN RED</b>		

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## Review Specifications:

### OFFICE USE ONLY

Written/reviewed by: Carla Scalia      Authorised for release by: Lee Maiden  
 Version number: V1      Signature of authorising person:

### VERSION HISTORY

Version	Date of effect	Brief summary of change
V1	18.06.2018	Original

Document Type: POLICY	Doc Ref No: RTO-PRG-POL-007	Version No: 1
Date of Effect: 14 JUNE 2018	Due for Review: JUNE 2021	Page 5 of 5
<b>MASTER DOCUMENT – UNCONTROLLED WHEN PRINTED UNLESS SIGNED IN RED</b>		