

Registered Training Organisation Complaints Handling Procedure

Purpose:

This documents describes the procedure for managing student parent, employer negative feedback and complaints relating to training programs or administration and training services provided by the registered training organisation, Centre of Professional Learning and Education (CPLE).

Introduction:

The Centre of Professional Learning and Education (CPLE) welcomes complaints from clients and other stakeholders via Communities@Work's website's 'Get In Touch' contact portal. Capturing information registered through a dedicated system allows CPLE to continuously improve on the delivery of administration and training services, performance and policies. Using this register can capture complaints and feedback so they can be identified and monitored to allow for improvement on service delivery and increase in client satisfaction. In investigating complaints, CPLE shall apply consistency and the principles of natural justice. Complaints should be easy to report and dealt with in a fair, sensitive and timely manner.

This procedure 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.

Procedure:

Informal resolution of complaints

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the people involved. It is often the case that complaints can be avoided by proper communication and respect between the people involved. Most issues can be resolved without the need to draw on formal complaint procedures. It is expected that informal resolution of any issue is attempted before other more formal action is taken. If the issue of concern cannot be resolved informally, the complainant may request that her/his complaint is dealt with as a formal complaint.

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Formalising Verbal Feedback and Complaints

Verbal feedback and complaints are generally handled at the time of initial contact. In most cases, verbal complaints are likely to be simple queries or clarification points. To verify that the issue/s discussed under this arrangement are minor, the conversation must include the following:

- Informing the complainant or person providing feedback of their right/option to formalise (put into writing) the feedback or complaint if dissatisfied with the proceedings;
- Offering assistance/guidance on the online process of registering feedback or a complaint in the event formalisation is requested.

Formal Complaint

Complaints that cannot be resolved at the time they occur should be referred to the Centre of Professional Learning and Education, RTO Manager, for review. The following procedure is to be followed when a formal complaint is received:

- A formal complaint can be received by the via the 'Get in Touch' contact portal, in person, email or phone. For complaints that are received in person, email or phone, it is the responsibility of the staff member to immediately record the complaint into the 'Get in Touch' contact portal to be actioned and monitored. The contact portal complies a register of feedback and complaints.
- When complaints and/or feedback is received through the 'Get in Touch' portal it is the responsibility of the Manager, Quality Assurance to ensure that the feedback is forwarded to the RTO Manager.
- Complaints are forwarded onto the RTO Manager who will acknowledge the complaint within (5) working days and review actions to be taken. The RTO Manager is to advise the complainant of the procedure to be used to handle the complaint received.
- The RTO Manager, may choose to consult with the complainant, with others within the Centre of Professional Learning and Education (CPL) or relevant agencies external to CPL in determining their recommendations.
- The RTO Manager is to commence their review of the complaint within seven (7) working days from the date the complaint was submitted, and may choose to make inquiries about the matter or may task another person to research the matter against relevant policy.

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- The RTO Manager is to finalise their response to the complainant and provide the complainant a response in writing as soon as possible but no later than fourteen (14) working days from when the complaint was submitted unless the complainant is advised of the reason why a longer period of time is required.
- The complainant has the right to be accompanied by a support person to any meeting or interview as part of a negotiation. Their role is to assist the complainant to prepare and present your case, to clarify points and ensure that the records are an accurate and fair reflection of the meeting, as well as monitoring the wellbeing of the complainant. The complainant will bear the costs of a support person accompanying.
- The RTO Manager is to seek feedback from the complainant about their level of satisfaction with the complaint outcome and advise the complainant of their options if they are not completely satisfied with the outcome.
- The RTO Manager is responsible for the resolution of the feedback lodged through the 'Get in Touch' portal and items actioned. When the feedback is resolved then the RTO Manager is to change the status in the portal to resolved and forward any relevant items to quality@commatwork.org

Review by Communities@Work's Deputy Chief Executive Officer

- If the complainant considers the procedures have not been correctly followed or the decision or outcome is unreasonable the complainant can request that the Communities@Work's, Deputy Chief Executive Officer (CEO) consider that an independent review be conducted.
- Any determination by the Deputy CEO will be final, apart from the right to an external review.

External Review

If the complainant is not satisfied with the decision of the Communities@Work Deputy CEO, the complainant can request an external review by an appropriate agency such as:

The ACT Human Rights Commission

PO Box 158
 CANBERRA ACT 2601
 Phone: 6205 2222

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The ACT Ombudsman

Street Address: Level 5, Childers Square, 14 Childers Street, Canberra City
 Complaints Ph 1300 362 072
 Fax: (02) 6276 0123
 Postal Address: GPO Box 442 Canberra ACT 2601

The ACT Civil and Administrative Tribunal (ACAT)

GPO Box 370
 CANBERRA ACT 2601
 Phone: 6207 1740

A complainant who remains not satisfied with the process applied by the Centre of Professional Learning and Education (CPLE), following review by an independent party may also refer their grievance to the Australian Skills Quality Authority (ASQA). Students are to be advised that ASQA will require the students to have exhausted all avenues through CPLE and their State Training Authority (STA) internal complaints handling procedures before taking this option.

Australian Skills Quality Authority (ASQA)

GPO Box 9928
 MELBOURNE VIC 3001
 Phone: 1300 701 801
 Email: enquiries@asqa.gov.au

Skills Canberra (STA)

GPO Box 158
 CANBERRA ACT 2601
 Phone: (02) 6205 8555
 Email: skills@act.gov.au

Continuous Improvement

- At the end of each month, feedback and complaints received and opportunities for improvement that were identified as a result of the complaint are compiled into a report and submitted for the next Executive Management Team meeting. The RTO Manager may, at his or her discretion, follow-up with the complainant after consideration by the Executive Management Team to inform the complainant of the improvement actions identified.
- The RTO Manager is to ensure complaints are to be kept up to date at all times to accurately reflect how the matter was responded to and the duration from the date the complaint was received to the date the complaint was resolved. This is documented using the registered training organisations, continuous improvement plan.

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- Regular client satisfaction surveys are issued to students and employers to gather feedback for administration and training service delivery. Results of this feedback are collated and findings are documented within our continuous improvement plan. Any issues identified are raised and reviewed within the registered training organisation team.

Record Keeping

Records of all feedback and complaints shall be kept confidential and in accordance with specific industry standards and associated corporate record keeping policies and procedures. Information in relation to the feedback or complaint will not be released without consent of the complainant who would be required to complete a Release of Personal Information Form in accordance with the Privacy ACT 1988.

Definitions:

Complaint	An expression of dissatisfaction, whether justified or not
Feedback	Information provided by students, parents and/or employers that is given to CPLE to identify what is well done, or can be done to improve on services or performance
Complainant	The person making the complaint
Complaints Register	A register that catalogues all incoming complaints and their outcomes lodged through Communities@Work's 'Get In Touch' contact portal.
Verbal Complaint	An informal complaint received via direct contact with a CPLE representative e.g. face to face conversation, telephone call.
Written Complaint	A complaint formally lodged via online 'Get In Touch' contact portal, letter or email.

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Attachments & Forms:

1. Release of Personal Information 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	Complaints Handling Policy
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

Document Contact:

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Review Specifications:

OFFICE USE ONLY

Written/reviewed by: Carla Scalia Authorised for release by: **Lee Maiden**
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VERSION HISTORY

Version	Date of effect	Brief summary of change
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Registered Training Organisation Complaints Handling Procedure

V1

15/06/2018

Initial Document

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