

COMPLAINTS PROCEDURE

RELEVANT STANDARD(S):

Standards for Registered Training Organisations (RTOs) 2015	Chapter 3 – Support and progression - Clause 6.1-6.5
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Complaints Procedure	
PURPOSE	This process serves as the guide and reference document for the complaints handling of Train2Care. Changes to this procedure must only be made upon approval of the Training Manager .
ROLE UNDERTAKING TASK	Training Team / Management
DOCUMENT UPDATE	02 November 2022

Initial Review of Complaint		
No.	Person/s Responsible	Steps to take
1	Student	(1) Raises the concern with Train2Care
2	Staff	(2) Attempt to resolve the complaint immediately. (3) If the matter is successfully resolved, identify if there are areas of improvement and log any identified improvement opportunity in the Continuous Improvement Register (4) If the matter is not resolved, advise student of their right to make a formal complaint referring them to Train2Care's Complaints and Appeals Policy in the website or Student Handbook (5) Provide Student with access to the Complaints Lodgement Form
Lodgement of Complaint		
No.	Person/s Responsible	Steps to take
1	Student	(1) Lodge a complaint in writing using the Complaints Lodgement Form as soon as possible (2) Student will receive an email confirming a complaint was received and that Train2Care staff will be in touch once the form is lodged.
2	Amin Staff	(3) Once complaint is lodged, Admin Coordinator will receive an email notifying a complaint was lodged. (4) Update the student record in the SMS by creating a note and nature of complaint

3	Training Manager / Assigned Staff	<p>(5) Once a complaint is lodged the Training Manager will receive an email notifying that a complaint was lodged</p> <p>(6) Conduct a participative review of the complaints lodged</p> <p>(7) If needed, assign stakeholder(s) / Train2Care staff independent to the complaint to resolve matters within timeframes.</p>
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Processing the Complaint

No.	Person/s Responsible	Steps to take
1	Training Manager / Assigned Staff	<p>(1) Aim to resolve the complaint as quickly as possible and within 30 days from the time action item was assigned or within timeframe specified by the Consumer Protection Officer. Actions which may be taken may include but are not limited to:</p> <ul style="list-style-type: none"> a. Discussing the facts of the complaint with the complainant. b. Where appropriate and applicable, discuss the complaint with the respondent giving details of the complaint and complainant, giving cause to procedural fairness. c. Where appropriate and applicable, encourage and facilitate the disputants to engage in mediation on an informal level. d. Interview all parties individually, including any witnesses e. Conduct interviews privately and confidentially f. Where applicable, report the outcome of the meeting with the respondent to the complainant. <p>(2) Seek preferred outcome from each of the parties.</p> <p>(3) Communicate with the student every time actions are taken and decisions once complaint has been resolved.</p>

Finalising the Complaint

No.	Person/s Responsible	Steps to take
1	Training Manager / Assigned Staff	<p>(1) Record all communication and documents related to the resolution actions in the Complaints and Appeals Register.</p> <p>(2) Assign the Admin Staff to update the student record in the SMS</p> <p>(3) Lodge continuous improvement opportunities in the Continuous Improvement Register.</p>
2	Admin Staff	<p>(4) Update the student record in the student management system with complaint resolution outcome.</p>

		(5) Place all documentation from complaint file onto student file.
3	Training Manager	(6) Monitor the learning environment to ensure that the behaviour/incident does not re-occur. (7) Discuss complaints, action items and communications during Management Meeting or Continuous Improvement Meetings.
STEP 5 – Referral to External Arbitrator		
No.	Person/s Responsible	Steps to take
1	Training Manager	(1) If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint, inform the student that they may request for an independent third-party review. The student is responsible to contact the third party and for all cost associated for an independent review.
2	Student	(2) Contact and engage the External Arbitrator for a review of the complaint, providing all relevant documentation.
3	Training Manager / RTO	(3) Cooperate with External Arbitrator for a review of the complaint.
4	External Arbitrator	(4) Review, investigate and mediate the complaint with all relevant parties and make a ruling. (5) Prepare a formal written report on the investigation, providing a copy to both the CEO of Train2Care and complainant. (6) Train2Care will abide by any resolutions as recommended by the External Arbitrator.
5	Error! Reference source not found.	(7) If the complaint is upheld, abide to the resolution decided on and proceed to step 4.1. (8) If not upheld, inform student in writing that the original decision is to stand and proceed to step 4.1

VERSION CONTROL

Version Control Table					
Date	Summary of Modifications	Modified by	Version	Date of Implementation	Next Review Date
04/05/2020	Procedure Creation	360RTO Solutions	v. 1.0	27/04/2021	27/04/2022
04/05/2021	Updated document to include RTO Code and ABN	360RTO Solutions	v. 1.0	27/04/2021	27/04/2022
02/11/2022	Updated document by replacing 'CEO' with 'Training Manager'	Training Manager	V .1.1	02/11/2022	02/11/2023
07/08/2023	Updated new address and contact number	Training Manager	V. 1.2	07/08/2023	02/11/2023