

Purpose

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. This process provides opportunity for complaints and appeals to be forwarded to C.I.T.S. management in a timely and confidential manner.

Scope

The C.I.T.S. Compliance Manager is the Complaints Resolution Officer. The Compliance Manager may delegate responsibility for the resolution of the complaint if necessary.

The object of this policy is to ensure that C.I.T.S. staff act in a professional manner at all times. This policy provides clients with a clear process to register a complaint or appeal. It ensures all parties involved are kept informed of the resulting actions and outcomes.

Procedure

Complaints and Appeals

If a client has a complaint they are encouraged to speak immediately with the trainer to resolve the issue. If the complainant is not satisfied that the issue has been resolved they will be asked to complete a Complaints and Appeals Form.

The student is to obtain a copy of the Complaints and Appeals Form from the administration centre at the training location, or phone Kerri Holmes, Compliance Manager, 55711660.

Complaints and Appeals Form is to be completed and given to the administration centre at the training location, or post to:

Kerri Holmes
Compliance Manager
PO Box 27
Hamilton, Vic., 3300

C.I.T.S. will then investigate the complaint and advise the complainant of the outcome.

If the complainant is not satisfied with the outcome they may write to the Compliance Manager, setting out in detail the issue of concern. This may lead to occasions where an industry-training representative may be invited to act as an objective party in order to negotiate a satisfactory resolution.

If a participant is not comfortable with disclosing a complaint then they can call the National Training Complaints Hotline on 1800 000 674 and lodge the complaint with them. They will advise the participant of what actions may be required to deal with the complaint.

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Complaints Process

All complaints shall follow the below procedure:

- a) Made in writing within 5 days of the incident using the Complaints and Appeals Form (CAF)
- b) A submitted CAF will constitute a formal complaint from the participant
- c) The Compliance Manager must be informed of receipt of all complaints
- d) The Compliance Manager may delegate responsibility for the resolution of the complaint
- e) In the case of a complaint, the Compliance Manager will initiate a transparent, participative investigation to identify the issues
- f) Assessment complaints will be processed in accordance with the Appeals Procedure - Annex A
- g) Complaints where possible are to be resolved within 10 working days of the initial application
- h) In all cases the final conclusion will be assessed by the Compliance Manager
- i) The Participant will be advised in writing of the outcome of their complaint
- j) If the outcome is not to the satisfaction of the Participant, they may seek an appointment with the Compliance Manager
- k) If the participant is not satisfied with the decision they have the option to seek outside assistance to pursue the complaint
- l) All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the participant in any current or future training

Appeals

C.I.T.S. strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.

Appeals Process

All appeals shall follow the below procedure:

- a) Be made in writing within 5 days of notification of the assessment decision using the CAF
- b) A submitted CAF will constitute a formal appeal from the participant
- c) The Compliance Manager shall be informed of receipt of any appeal
- d) The Compliance Manager may delegate responsibility for the resolution of the appeal
- e) In the case of an appeal, the Compliance Manager will initiate a transparent, participative process to deal with the issues at hand
- f) Appeals will be processed in accordance with the Appeals procedure – Annex B

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- g) Appeals where possible are to be resolved within 10 working days of the initial application
- h) In all cases the final conclusion will be endorsed by the Compliance Manager
- i) The participant will be advised in writing of the outcome of their appeal
- j) If the outcome is not to the satisfactory of the participant, they may seek an appointment with the Compliance Manager
- k) If the participant is not satisfied with the decision they have the option to seek outside assistance to pursue the appeal
- l) All appeals will be handled as Staff-In-Confidence and will not affect or bias the progress of the participant in any current or future training

Delays in complaints/appeals:

In the unusual circumstance where C.I.T.S. considers more than sixty (60) calendar days are required to process and finalise the complaint or appeal, C.I.T.S. will inform the complainant or appellant in writing, including reasons why more than sixty (60) calendar days are required. In line with the importance that C.I.T.S. places on open and transparent processes and communication, the complainant or appellant will be regularly updated on the progress of the matter.

IMPORTANT:

If the student accesses the RTO's complaints and appeals process, any suspension or cancellation of enrolment from the RTO cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

Administration, monitoring and review:

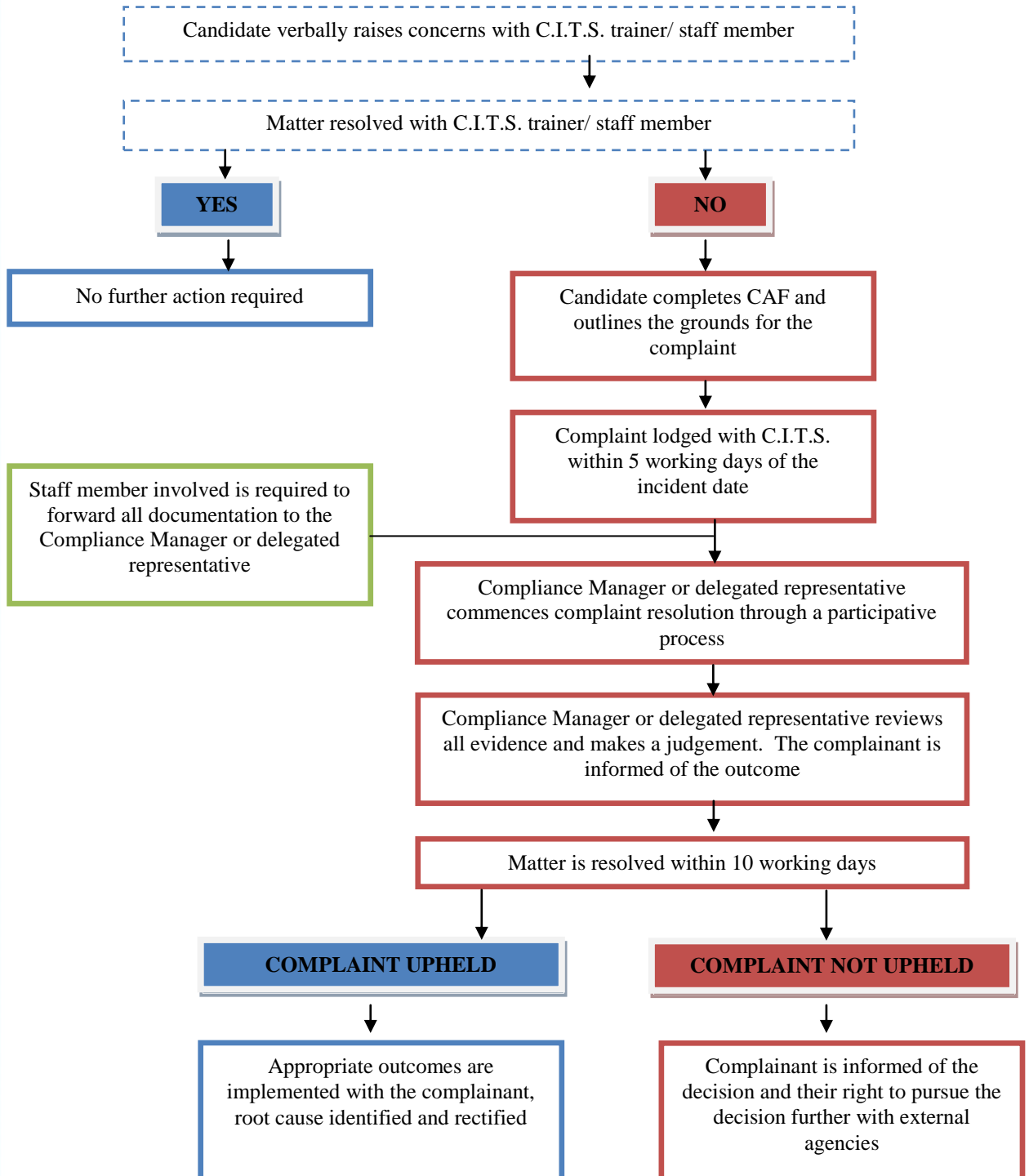
All complaints and appeals will be discussed at Management Meetings for continuous improvement of the processes. Complaints, grievances and appeals are monitored and reviewed to prevent their recurrence and to improve the RTO's operations and services.

All Complaints, Grievances and Appeals are to be held on file as part of the complaints register, and improvements made from these will be noted in the Continuous Improvement Register.

Details concerning the scope of the Complaints, Grievances and Appeals Policy are to be clearly displayed throughout the organisation and contained within the Staff Manual and Student Handbook.

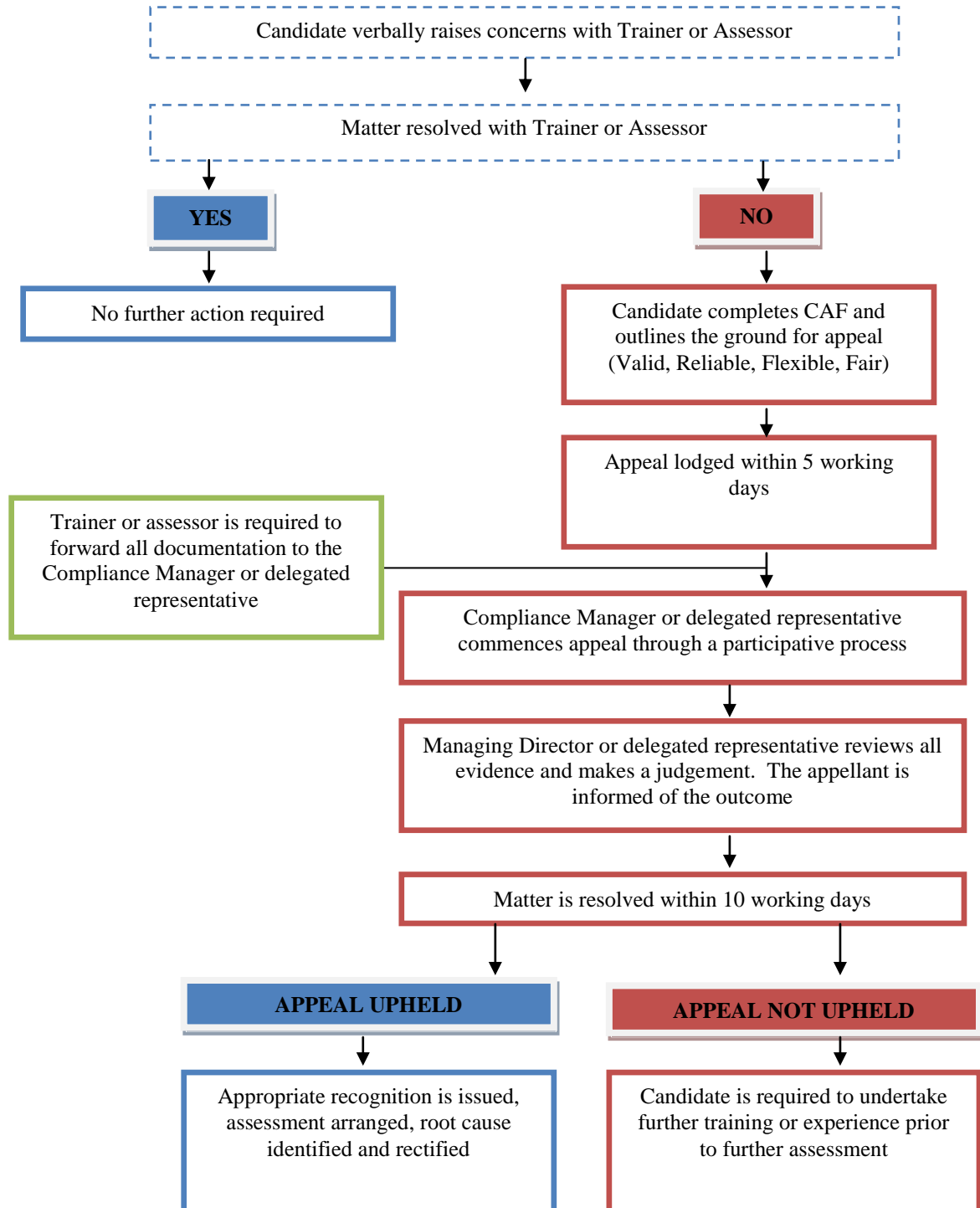
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ANNEX A: Complaints Process



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ANNEX B: Appeals Process



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