



RTO Training Complaints and Grievance Procedure

AMS-AUS-PR-03-20

Scope

This procedure has been developed to ensure the effective management and processing of all training complaints in accordance with the Standards for Registered Training Organisations (RTOs) 2015.

This procedure has been developed in accordance with clauses 2.2, 5.2 and 6.1- 6.6 of the Standards for RTOs.

Altrad Services acknowledges a client's right to lodge a complaint when they are dissatisfied with the services they have been provided with.

Altrad Services will ensure that the client has access to a fair and equitable process for expressing complaints, and that Altrad Services will manage the complaint with fairness and equity, ensuring the principles of natural justice and procedural fairness are adopted at every stage of the complaints process.

All applicants for enrolment will be provided with a copy of the RTO Training Complaints and Grievance Procedure.

Process Map

Not required

Contents

- Definitions
- Training Complaints Procedure
- Key Related Documents

Procedure

Definitions

For the purpose of this procedure, the following definitions apply:

Altrad Services means Cape Australia Holding Pty Ltd, TOID 7131, as defined on the National Register

CEO means the Chief Executive Officer listed as the responsible person for the RTO on the National Register and with ASQA

Complaint any expression of dissatisfaction with an action or service provided by the RTO

Complainant is a person, guardian, employer or organisation that is lodging the complaint against the RTO

Client means the candidate, employer or third-party

Delegate a person, or third party, authorised by the Chief Executive Officer to investigate the complaint

Grievance is a complaint regarding a behaviour or action that has, or is likely to have, an unreasonable negative impact on the client

National Register means the register maintained by the Commonwealth Department responsible for VET; training.gov.au

Revision no. 00	Revision Date 11-Oct-2019	Uncontrolled when printed	Page 1 of 4
------------------------	----------------------------------	---------------------------	---------------------------

Procedural fairness - Procedural fairness refers to:

- a) Being treated impartially - investigations are conducted impartially, and decisions are made without bias
- b) Being informed of concerns or allegations being made – this means that the person whom the complaint is made against will be informed of the content of the complaint and, in most cases the identity of the complainant
- c) Being given the opportunity to respond – this means that where a concern is raised which may result in action being taken against a person, that the person will be given an opportunity to respond to the allegations
- d) Ensuring the complainant and respondent are informed of the complaints and review process
- e) The reasons for the decision and evidence on which the decision is made

RTO means the Registered Training Organisation, Cape Australia Holdings Pty Ltd

Training Complaints Procedure

Resolving issues before it becomes a complaint

Where possible, in the first instance clients are encouraged to resolve the situation(s) directly with the individual, or RTO Centre Manager, to rectify the issue before the matter is escalated to a complaint. If the issue cannot be resolved informally, the client can submit a formal complaint in writing as per the following process:

Complaints Process

- a) All training complaints are to be made in writing addressed to the RTO Centre Manager, using Altrad Services’ RTO Complaints Form, AMS-AUS-F-0556, which is available on request from the Altrad Services’ Training Administration Department
- b) The complaint must specify the particulars of the complaint / grievance
- c) Complaints must be lodged within 30 days of the situation / grievance in question

The following procedure is to be followed when a complaint is received

1. The Complainant is to receive written acknowledgement of their complaint within 5 days of receipt of the Form.
2. Complaints received by the RTO are to be recorded on Altrad Services’ RTO Training Complaints and Appeals Register; AMS-AUS-F-0557.
 - Persons lodging a complaint over the phone or email are to be provided with Altrad Services’ RTO Complaints Form, AMS-AUS-F-0556, for submission
3. The Complaints Form is to be forwarded to the RTO Centre Manager, who will review the matter.
4. The RTO Centre Manager may assign a delegate to investigate the complaint.
5. The RTO Centre Manager, or delegate, may choose to consult with others within the RTO or relevant external agencies to determine their recommendation.
6. The RTO Centre Manager, or delegate, may choose to make inquiries about the matter or may task another person to research the matter against relevant policies.
7. The RTO Centre Manager, or delegate, will review all complaints on the basis of procedural fairness.

8. All parties to the complaint have the option to nominate a support person to be present for any meetings.
 - Where practicable, the RTO Centre Manager, or delegate, is to finalise their response to the Complainant within 30 working days from when the complaint is received
9. The response to the Complainant must include information that demonstrates the complaint was thoroughly reviewed and detail what actions and outcomes have been identified.
 - Where opportunities for improvement or corrective actions are identified as a result of the complaint, they are to be recorded on Altrad Services' RTO Continuous Improvement Register; AMS-AUS-F-0551
10. If the Complainant is satisfied with the response, the complaint is to be closed on the Complaints Register.
 - Only the CEO or RTO Centre Manager have the authority to close a complaint
11. Complainants and / or respondents, who are not satisfied with the handling of a complaint or the outcome of a complaint investigation, have the right to request a review of the investigation process or outcome. Complainants and / or respondents are advised to contact the RTO Centre Manager in the first instance. If the matter remains unresolved, Complainants and / or respondents may contact ASQA, an independent arbitrator or Ombudsman to discuss the matter further.
 - a) The request for a review must be made in writing within 10 days from the date of the finding and detail the grounds for the request
 - b) The applicant is however required to meet their own costs in relation to travel, time and in preparing any submission to an independent person or body
12. The RTO training Complaints and Appeals Register, AMS-AUS-F-0557, is 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.

Resolution timeframe

13. All formal complaints will be responded to efficiently within a reasonable timeframe, normally within 30 days or as soon as practicable. However, in some cases, particularly if the matter is complex, the resolution may take longer.
14. Where more than 60 calendar days are required to process and finalise a complaint, the Complainant will be:
 - Informed in writing reasons why more than 60 are required calendar days; and
 - Regularly updated on the progress of the matter

Record keeping and confidentiality

15. Records of all training 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 time frames for resolution of the complaint
 - d) The steps taken to resolve the complaint
16. A written record of all complaints handled under this policy and procedure and their outcomes will be maintained for a period of at least five (5) years to allow all parties to the complaint appropriate access to these records.
17. All records relating to complaints will be treated as confidential and will be covered by the RTO's Privacy and Data Protection Procedures; AMS-AUS-PR-03-35.

**Non-limitation**

18. This procedure and any related documents do not replace or modify those or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and related procedures limits the rights of individuals to take action under Australia's Consumer Protection Laws.

Key Related Documents

Reference Number	Document
AMS-AUS-F-0556	RTO Complaints Form
AMS-AUS-F-0557	RTO Training Complaints and Appeals Register
AMS-AUS-F-0551	RTO Continuous Improvement Register
AMS-AUS-PR-03-35	RTO Privacy and Data Protection Procedure