

# Complaint Handling Policy

## Policy statement

The Company is committed to continually improving our Courses and Services. We wanted to ensure that customers has the right to lodge a complaint or to appeal a decision of the School.

We are commit to resolving issues quickly, fairly, efficiently and with courtesy. Your rights to confidentiality, access, equity, and transparency shall be maintained throughout the complaints handing process.

## Principles

The following principles shall guide The Company and commitment for managing all complaints/appeal. We shall:

- ensure customers are encouraged to raise concerns about the course and services they are provided
- ensure confidentiality of all parties is maintained throughout the process
- commit to the resolution of complaints/appeal that satisfies all parties
- endeavour to manage complaints/appeal within a timely manner
- maintain communications with all parties during the process
- provide employees with training on this policy and procedure
- provide awareness on escalation options if required
- ensure complainants are not disadvantaged under this process
- ensure management reviews include complaints/appeal data to identify improvement opportunities
- continually monitor and improve the complaints/appeal management system.

## Making a complaint

We accept complaints either in writing or verbally through:

- the employee they were dealing with at the time
- a manager or supervisor of that employee
- the senior manager of that department
- The Director

Complaints may be made by:

- submitting a completed Feedback and Complaints form via email, post or hand. The form is available in hard copy at our office or online from our website
- depending on the nature of your complain, it will be directed to the respective Department Manager or,
- calling our office number at: 6337 5449

If the complaint is about an employee, the complaint will normally be dealt with by the Direct Supervisor or HR Manager.

## Lodging an appeal

Complainants may lodge an appeal if they disagree with a decision made by the organisation. An appeal should be made in writing and submitted to the respective Department.

## **Process for complaints and appeals management**

Where an employee is provided a complaint, they are responsible for:

1. Receiving the complaint by:
  - listening to the complainant, acknowledging the concern, and advising of our complaints management process
  - depending on the type and severity of the issue, either discussing with the complainant an agreed upon resolution (for smaller matters) or referring the complaint on to a manager/supervisor for further investigation and action.

The complaint manager is responsible for all further steps where a complain cannot be resolved at step 1. They are responsible for:

2. Processing the complaint by:
  - updating the complaints register
  - communicating with the complainant.
3. Investigating the complaint by:
  - examining information relevant to the complaint
  - investigating the complaint and determining a response
  - communicating with the complainant on the determination and outcome of the complaint and next steps for resolution.
  - resolving the complaint in a timely manner and, if delays occur, advising the complainant accordingly.
4. Responding to and resolving the complaint by:
  - making a decision or referring to the appropriate people for a decision within 7 days of the complaint being received
  - informing the complainant of the outcome and the reasons for any decisions made (and if so, what will be done to resolve it)
  - resolving the complaint (and how this has been achieved); or if no further action can be taken, the reasons for this
  - informing the complainant of any options for further action if required
  - if an apology is in order, ensuring that the appropriate person makes the apology and informs the complainant what the organisation intends to do to avoid further grievance.
5. Reviewing the complaint.
  - If the complainant is not satisfied with the investigation and proposed resolution of their complaint or appeal, they can seek a further review of the matter by the Human Resource Manager.

## **Record keeping**

A complaints register shall be maintained by the business and kept for a minimum of 5 years after the complaint has been made. The register will be maintained within our records management system and will record the following for each complaint or appeal:

- name and contact details of the complainant
- details of the complaint
- actions taken
- date submitted and date closed.

All correspondence shall be maintained in our records management system. Information shall be treated as confidential and access restricted.

## **Continuous improvement of the complaints management system**

The complaints management policy and process shall be reviewed and evaluated every year when management conducts its annual review of our quality system. This will include:

- review of the Complaints Management System
- corrective actions and improvement opportunities identified to improve the system
- forward plans to ensure continual improvement.