

COMPLAINTS AND GRIEVANCES

POLICY STATEMENT

This document provides a consistent set of principles under which REIWA Training will handle complaints and/or grievances raised by its clients.

POLICY PRINCIPLES

REIWA Training acknowledges a client's right to lodge a complaint or grievance when they are dissatisfied with the training and /or assessment services that they have been provided by REIWA Training.

REIWA Training will ensure that clients have access to a fair and equitable process for handling complaints or grievances according to the principles of natural justice.

In doing so, REIWA Training will:

- have written procedures in place for collecting and dealing with customer complaints/grievances in a constructive and timely manner;
- ensure that these procedures are communicated to all staff, consultants and clients;
- ensure that all necessary procedures, relevant documentation and resources are in place to enable clients to submit a complaint or grievance;
- ensure that each complaint/grievance and its outcome is recorded in writing; and
- ensure that customer complaints and grievances and their outcomes are fed into continuous improvement initiatives.

SCOPE

This policy covers complaints or grievances against unacceptable, inappropriate or ineffective behaviours, materials, facilities or information expressed or provided to students in the course of training and assessment services provided by REIWA Training. Complaints and grievances may involve the conduct of its trainers, assessors, other staff, third parties or a learner of the RTO.

This policy can be used to deal with complaints or grievances relating to:

- Personal conflicts (eg inappropriate or disruptive conduct, harassment)
- Discrimination
- Victimisation
- Curriculum or information
- Training/assessment materials
- Trainer/assessor competence
- Assessment processes
- Training environment, services and facilities.

This policy does not cover complaints regarding the outcome of assessment. These are handled under the REIWA Training Appeals Policy and Procedure.

TIMEFRAMES

Every effort will be made to resolve complaints or grievances within the timeframe specified in the procedure.

CONFIDENTIALITY

Complaints will be treated seriously and dealt with promptly, impartially, sensitively and confidentially.

The rights of the complainant and respondent will be acknowledged and protected throughout the entire complaint resolution process.

PROCEDURE

A client of REIWA Training who expresses a complaint or grievance will be encouraged to talk directly to the person who may be the cause of the complaint to try to resolve without proceeding to a formal process.

A client of REIWA Training who expresses a complaint or grievance that does not involve a specific person, but rather a process or feature of a service provided, will be directed to the manager with responsibility for that process or service.

Where a client of REIWA Training wishes to make a formal complaint or grievance:

1. The staff member dealing with the client will refer him/her to the Customer Complaints and Grievances Policy and Procedure available on the REIWA Training website, or provide a print copy if required.
2. The staff member will provide to the client a copy of the Client Complaint Form.
3. The staff member will advise the Executive Manager Training that a client has been provided with the Policy and form.

RECORDING COMPLAINTS OR GRIEVANCES

On receipt of a Client Complaint Form:

1. The form will be date stamped on receipt and passed to the Executive Manager Training.
2. The Executive Manager Training will check the form to ensure all relevant information is recorded and seek further information from the complainant if required.
3. The Executive Manager Training will acknowledge receipt of the complaint to the client in writing within two working days.
4. The Executive Manager Training will enter receipt of the Complaint Form in the Complaints Register.
5. When due process has been completed according to this Policy and Procedure, all documentation relating to the complaint will be filed in a separate folder and retained for a period of no less than five years.

6. The Executive Manager Training will update the Complaints Register to record the outcome of the process.

PROCESSING COMPLAINTS OR GRIEVANCES

The processes available to resolve complaints or grievances are:

Conciliation

A process in which the parties involved in the complaint, with the conciliator, identify the issues in dispute, develop options, consider alternatives and aim to reach a suitable resolution.

The conciliator may be the Executive Manager Training or an independently appointed person to conduct the conciliation.

Conciliation Process

The conciliation process will:

- Ensure all parties have a chance to explain their issue(s);
- Encourage each party to listen to what the other has to say;
- Ensure all available information is understood and considered;
- Encourage each person to discuss the case and work towards an agreement;
- Ensure each party is treated fairly and impartially;
- Maintain confidentiality for all parties.

The outcome of the conciliation process will be documented by the conciliator and issued to both the complainant and respondent for acceptance and acknowledgement of the outcome.

Investigation

An inquiry into circumstances surrounding an allegation or incident.

Investigation Process

The investigation process will be conducted where:

- A formal complaint is lodged;
- A satisfactory resolution cannot be reached through the conciliation process;
- The complainant and/or respondent decide against participation in the conciliation process; or
- Conciliation is not appropriate due to the nature of the complaint or grievance.

Conduct of an Investigation

In conducting an investigation, the following steps will occur:

1. The Executive Manager Training or an independently appointed person will investigate the complaint or grievance by examining documentation, and where appropriate, interviewing relevant parties.

2. The investigator will contact the complainant to discuss what outcomes the complainant is seeking and what actions should be taken.
3. The investigator will report on all findings, review the findings and provide recommendations based on the findings.

The outcome of the investigation will be documented and issued to both the complainant and respondent (if applicable) for acceptance and acknowledgement of the outcome.

ADDITIONAL CONSIDERATIONS

Where the complaint is of a serious nature that is likely to require the services of external resources, for example legal representation, REIWA may elect to move directly to the investigation stage. Legal authorities will be involved if deemed necessary for the investigation process.

APPEALS

Complainants have the right to appeal a decision if they feel that the process was not adequately conducted or the outcome was not appropriate.

Dependent on the nature of the complaint, the Executive Manager Training will identify the appropriate person or organisation to which the complainant may appeal the decision and provide information on how to contact the person or organisation.

Options for appeal that may be provided include:

- Submitting a written appeal to the CEO, REIWA;
- Contacting an external agency, for example, the Equal Opportunity Commission of WA, Fair Work Australia, WorkCover WA, or the Training Accreditation Council.

COMPLAINT TIMEFRAME

REIWA Training will aim to finalise the complaint to the satisfaction of the complainant within a reasonable timeframe, which will vary according to the nature of the complaint and the process to finalise it. Where it is likely that more than 60 calendar days will be required to process and finalise the complaint, REIWA Training will inform the complainant in writing that more than 60 calendar days are required and the reasons why. REIWA Training will then regularly (weekly) update the complainant on progress of the matter.

ASSOCIATED DOCUMENTS

- Client Complaint Form
- Complaints Register

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REVIEW OF THE POLICY

This is a controlled document. It may only be changed on the authority of the Executive Manager Training.

AUTHOR OF POLICY: Lesley Reagon - Executive Manager Training

DATE REVIEWED: Oct 2018

DATE TO BE REVIEWED: Oct 2020

VERSION CONTROL

Version	Page	Revision Details	Changed by	Date
1.0	All	Rewrite of policy, separation of complaints/grievances and appeals into separate policies.	Rhonda Stacy	April 2004
1.1	All	Review	Sue Hartree	June 2006
1.1	All	Review – no changes	Sue Hartree	March 2008
1.2	All	Check for currency Update logo	Sue Hartree	June 2010
2	All	Review Addition of Procedure	Liz McIlhone	October 2012
3	All	Revised against Standards for RTOs 2015 New branding applied	Liz McIlhone	February 2015
3	All	No changes	Liz McIlhone	May 2017
4	Page 1	Inserted in the section : Scope “Complaints and grievances may involve the conduct of its trainers, assessors, other staff, third parties or a learner of the RTO.”	Lesley Reagon	Oct 2018