



RTO No: 21488

## **COMPLAINTS POLICY AND PROCEDURE**

Staff and students have the right to submit a complaint if they wish to express discontent against another person, or a complaint against the Trans-Plant Training Pty Ltd.'s processes or systems. Trans-Plant Training Pty Ltd views resolution of a constructive and valid complaint as a way of improving our organisation. We will adhere to the National Complaints Code, to respond to complaints about Vocational Education and Training, and the organisation itself. In order to ensure that complaints are dealt with in a timely manner, we have implemented a Complaints Policy and Procedure.

This Policy and Procedure is relevant to all grievances arising in the following areas:

- Student wishes to raise a complaint against another student;
- Student wishes to raise a complaint against Trans-Plant Training Pty Ltd;
- Student wishes to raise a complaint about a Third Party;
- Trans-Plant Training Pty Ltd staff wishes to raise complaint about a Third Party;
- Staff wishes to raise a complaint about another staff member or a student of Trans-Plant Training Pty Ltd.

### **COMPLAINTS PROCEDURE**

If a student, trainer, or staff member is experiencing any difficulties, they are encouraged to discuss their concerns with the Office Manager or Chief Executive Officer. Trans-Plant Training Pty Ltd administrative staff will make themselves available at a mutually convenient time if a student wishes to seek assistance.

If a Student or Staff member wishes to make a formal complaint they are required to complete a Complaints and Appeals Form, which is included in the Student Handbook, Staff Handbook, and the Student page of Student page of Trans-Plant Training Pty Ltd.'s website. Once the form has been completed, the form should be submitted to the Office Manager for actioning.

If required, the student has the right to have a third party/support person assist them through the Complaints Procedure, this may be due to language barriers or simply at the students' request.

Trans-Plant Training Pty Ltd endeavours to ensure that the Complaints Procedure is:

- Explained well to the candidates before they join the course;
- Accessible, so you can address concerns by phone, electronically, or in writing;
- Fair and protect your rights;

- Free so you can lodge a complaint or appeal without charge;
- Handled in a manner that protects your privacy;
- Transparent, equitable, objective, and unbiased;
- Comprehensive so that it effectively resolves a variety of complaints, such as student dissatisfaction, Assessment outcomes, poor service, fraud, misconduct etc;
- Implemented effectively and efficiently to ensure complaints are resolved within an acceptable timeframe;
- Monitored, recorded, and reported to the appropriate people; and
- An input or trigger point to our continuous improvement process.

Following is the process for managing complaints:

- Formal complaint from the complainant is received by the Office Manager, including a completed and signed Complaints and Appeals Form.
- Complaints and Appeals Forms received are to be entered onto the Complaints and Appeals Register
- A written acknowledgement of receipt of the Complaints and Appeals Form is forwarded to the complainant within 5 days of the Office Manager receiving it.
- The complaint or appeal is discussed with all parties involved, to attempt to remedy the grievance in a way that is agreeable to all parties. The complainant has the right to have their version of events heard in the resolution negotiation, and have an independent mediator present.
- All Complaints and Appeals Forms are to be reviewed at the Trans-Plant Training Pty Ltd monthly Quality and Compliance Meetings, and processes on the Complaints and Appeals Form are to be actioned in accordance with the “Recommended Action” section of the form.
- Trans-Plant Training Pty Ltd will request an initial meeting with the complainant, within 10 working days of receipt of completed and signed Complaints and Appeals Form.
- Complaints are investigated fairly and objectively, with details of the investigation provided in writing to the complainant. The details will state the outcomes and reasons for the decisions made.
- Where the complainant is not satisfied with the outcome, the matter may be referred to an independent mediator for review. The mediator will investigate the complaint fairly and objectively, and detail the investigation in writing and reasons for the decisions made.
- The Office Manager will endeavour to resolve the complaint to the satisfaction of both parties within 60 calendar days. If a resolution cannot be reached within 60 calendar days, the Office Manager will advise the complainant in writing of the delay, and regularly update the complainant on the progress of the matter.

- A copy of all documentation, in particular the complaint and the outcome, is placed in the student's file, staff file or Continuous Improvement Register, and improvements are to be identified and implemented according to the Policies and Procedures of Trans-Plant Training Pty Ltd.
- Where the resolution requires a documented change to Policies, Procedures or Forms, the Chief Executive Officer will affect the change, to ensure that the Procedure for document change is followed, with the appropriate records made.
- In the event that a complaint is substantiated, Trans-Plant Training Pty Ltd will take prompt and appropriate action to resolve the circumstances.
- Complaints cannot be made anonymously, as ongoing discussion cannot take place to resolve the issue between both parties.
- Information submitted to a trainer or any staff member is treated with respect, and taken as an opportunity to improve Trans-Plant Training Pty Ltd.'s practices and Management System. Privacy and confidentiality requirements, and student/ individual rights are maintained.

Should the internal process be unsatisfactory, you can lodge a complaint to the:

- National Training Complaints Hotline (<https://www.education.gov.au/NTCH>)  
Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.  
Email Complaints: <https://www.education.gov.au/email-complaints>
- Office of Fair Trading (<http://www.fairtrading.nsw.gov.au>).
- Australian Skills Quality Authority  
(<http://www.asqa.gov.au/complaints/complaints.html>)

## **COMPLAINTS AND APPEALS FORM**

The Complaints and Appeals Form is accessible from the Student Handbook, Staff Handbook, and the Student page of Trans-Plant Training Pty Ltd.'s website <http://trans-planttraining.com.au/student>. Complainants can also contact Trans-Plant Training Pty Ltd to obtain a copy of the form.

## **RELATED DOCUMENTS**

F0450 Complaints and Appeals Form

Student Handbook

Staff Handbook