

Complaints Policy

Purpose

Australian Healthcare Qualifications & Training follows the principles of fairness and natural justice in dealing with all complaints and grievances and ensures:

- Students have a clear understanding of the steps involved in reporting a complaint or grievance
- Students are reassured that any complaints or grievances will be taken seriously

Policy

All students of Australian Healthcare Qualifications & Training have the right to raise any complaints or grievances without fear of retribution or threat to continuation of service.

All students will be provided with assistance in reporting complaints or grievances.

All complaints or grievances will be treated seriously and will be responded to quickly and confidentially in writing.

All complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable

A secure record will be kept of all complaints, grievances or appeals and maintained and a copy placed into the individual staff or students file.

Australian Healthcare Qualifications & Training recognises the right of all staff & students to seek the assistance of an external organisation to resolve the complaint, grievance or appeal.

All complaints and grievances will be treated as opportunities for improvement and actioned as part of Australian Healthcare Qualifications & Training Continuous Improvement.

Australian Healthcare Qualifications & Training will provide regular updates to the complainant or appellant on the progress of the matter.

Australian Healthcare Qualifications & Training will process and finalise all complaints and appeals within 60 calendar days and will inform the complainant or appellant in writing.

Australian Healthcare Qualifications & Training will provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

Advice to students

The Student Handbook will:

- Refer to the Complaints Policy
- Provide information on how to submit a complaint

Upon request, staff will:

- Explain to students the steps involved in submitting a complaint or grievance
- Provide the contact details for the Complaints Resolution Officer
- Provide a Complaints Lodgement Form

Local Level Resolution

Australian Healthcare Qualifications & Training encourages open communication and an environment of trust. Any person with a complaint or grievance is encouraged to raise the matter directly with the other party concerned. If the matter has resulted from a classroom or training incident, the participant should attempt to resolve the issue through discussion with the trainer/assessor at the end of the session.

Resolution by Management

Australian Healthcare Qualifications and Training will:

- Encourage students to complete and submit a Complaint & Appeal Form if the matter is unresolved
- Ensure complaints are handled by an appropriately designated person depending upon the nature of the complaint, staff availability and the staff member/s referred to in the complaint
- Ensure the student is aware that they may choose to lodge a complaint with the RTO registering body, ASQA by calling 1300 722 603 or with the relevant state Training Ombudsman
- Provide a copy of the Australian Healthcare Qualifications & Training Complaint Policy as requested
- Ensure the Complaints Policy and Form is available

Complaint Process:

Complaints Procedures		
STEP 1 – Initial Review of Complaint		
No.	Who	Actions
1.1	Student / staff / stakeholders	<ul style="list-style-type: none"> Raises the concern with Australian Healthcare Qualifications & Training staff
1.2	Staff	<ul style="list-style-type: none"> Attempt to resolve the complaint immediately
1.3	Staff	<ul style="list-style-type: none"> If the matter is successfully resolved, no further action required If the matter is not resolved, advise student of their right to make a formal complaint referring them to the Complaints policy Provide student with access to the “Complaints Lodgement Form”
1.4	Compliance Manager	<ul style="list-style-type: none"> Enter details of Complaint into the Complaints Register Note actions on “Complaints Lodgement Form” Notify CEO of the Complaint File “Complaints Lodgement Form” (if appeal resolved) in the Student file
STEP 2 – Lodgment of Complaint		
No.	Who	Actions
2.1	Student	<ul style="list-style-type: none"> Lodges a complaint in writing using the “Complaints Lodgement form” Submits within five (5) business days of the date of the issue
2.2	Compliance Manager	<ul style="list-style-type: none"> Enter details of Complaint into the Complaints Register Note actions on “Complaints Lodgement Form” Investigate and collect all further relevant information Compile all documentation
2.3	Compliance Manager	<ul style="list-style-type: none"> On receipt of the complaint documentation, acknowledge receipt of the claim, in writing, to the complainant within two (2) working days, this may be via email, letter or fax Keep all documentation in a Complaints file, which will remain in place until the complaint is resolved. After

Complaints Procedures		
		which time all complaints documentation will be placed on the Student file.
STEP 3 – Processing the Complaint		
No.	Who	Actions
3.1	Compliance Manager	<ul style="list-style-type: none"> • Implement appropriate resolution techniques to resolve the issue promptly to the mutual satisfaction of all parties • Inform any respondent(s) (if applicable) by writing, that a complaint has been received. This must be forwarded within 2 (two) working days of receipt of the original formal complaint
3.2	Compliance Manager	<ul style="list-style-type: none"> • Review, investigate and mediate to resolve the complaint within five (5) business days. Actions which may be taken include, but are not limited to: • Discussing the facts of the complaint with the complainant • Where appropriate and applicable, discuss the complaint with the respondent giving details of the complaint and complainant, giving cause to procedural fairness. • Where appropriate and applicable, encourage and facilitate the disputants to engage in mediation on an informal level • Interview all parties individually, including any witnesses • Conduct interviews privately and confidentially • Where applicable, report the outcome of the meeting with the respondent to the complainant • Seek preferred outcome from each of the parties
3.3	Compliance Manager	<ul style="list-style-type: none"> • Determine a resolution to resolve the complaint, within Australian Healthcare Qualifications & Training policies • Advise all parties of the outcome of the complaint in writing, within five (5) working days
3.4	Compliance Manager	<ul style="list-style-type: none"> • Confirm all parties are satisfied with the outcome of the complaint • If student is dissatisfied with outcome, advise the student of their right to further progress the complaint further with the CEO. (See to Step 5)
STEP 4 – Finalising the Complaint		

Complaints Procedures		
No.	Who	Actions
4.1	Compliance Manager	<ul style="list-style-type: none"> Implement agreed actions and /or administrative arrangements within 10 working days Monitor the learning environment to ensure that the behaviour/incident does not re-occur
4.2	Compliance Manager	<ul style="list-style-type: none"> Enter details of complaint outcome into Complaints Register Complete all necessary documentation and place all documentation in the Complaints Folder and a copy of the complaint in the student's file
4.3	CEO	<ul style="list-style-type: none"> Ensure that the issue, policy and procedures relating to any substantiated complaint is reviewed and processed through continuous improvement processes, as appropriate
4.1	Compliance Manager	<ul style="list-style-type: none"> Implement agreed actions and/or administrative arrangements within 10 working days Monitor the learning environment to ensure that the behaviour/incident does not re-occur
STEP 5 – Referral to CEO		
No.	Who	Actions
5.1	CEO	<ul style="list-style-type: none"> Where resolution strategies have not enabled a suitable outcome, the CEO will review suggested strategies with determined outcomes Discuss the facts of the complaint with the complainant. Conduct an investigation of the incident/complaint in a private and confidential manner Provide a recommendation for resolution Ensure that the issue, policy and procedures relating to any substantiated complaint is reviewed and progressed through continuous improvement processes, as appropriate
5.2	CEO	<ul style="list-style-type: none"> If student is dissatisfied with outcome, advise the student of their right to further progress the complaint further through the External Arbitrator (See to Step 6)
STEP 6 – Referral to External Arbitrator		
No.	Who	Actions

Complaints Procedures		
6.1	CEO or Student	<ul style="list-style-type: none"> • Contact and engage the External Arbitrator for a review of the complaint, providing all relevant documentation • Cooperate with External Arbitrator for a review of the complaint
6.2	External Arbitrator	<ul style="list-style-type: none"> • Review, investigate and mediate the complaint with all relevant parties and make a ruling • Prepare a formal written report on the investigation, providing a copy to both CEO and complainant • CEO will abide by any resolutions as recommended by the External Arbitrator
6.3	CEO	<ul style="list-style-type: none"> • If the complaint is Upheld, go to Step 4.1
6.4	CEO	<ul style="list-style-type: none"> • If the complaint is rejected notify the complainant in writing that the original decision is to stand • Go to Step 4.1