

### 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