

## COMPLAINTS AND GRIEVANCES POLICY

### 1 PURPOSE

To ensure that:

- InterCare Training follows the principles of fairness and natural justice in dealing with all complaints and grievances;
- clients have a clear understanding of the steps involved in reporting a complaint or grievance;
- reassure clients that any complaints or grievances will be taken seriously.

### 2 SCOPE

This policy/procedure applies to all InterCare employees, students and clients.

### 3 LEGISLATIVE AUTHORITY

- SNR 2015

### 4 POLICY STATEMENT

- All clients of InterCare Training have the right to raise any complaints or grievances without fear of retribution or threat to continuation of service.
- All clients 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.
- A secure record will be kept of all complaints, grievances or appeals and maintained in InterCare Training Complaints Register and in the individual client file.
- InterCare Training recognises the right of all clients 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 InterCare Training Continuous Improvement.
- Any complaint will not result in suspension of training unless agreed by both parties.
- Students may also seek legal redress through the usual court processes if they feel unsatisfied. This policy and procedure, and the availability of complaints and appeals process, does not remove the right of the student to take action under Australia's consumer protection laws.

### 5 PROCEDURE

#### ADVICE TO CLIENTS

All Student and Employer Handbooks will:

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

Upon request, staff will:

- Explain to clients the steps involved in submitting a complaint or grievance
- Provide the contact details for the Complaints Officer
- Provide a Complaints and Grievance Form

### **LOCAL LEVEL RESOLUTION**

- InterCare 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 at the end of the session.

### **RESOLUTION BY MANAGEMENT**

- Should the matter remain unresolved, the client is encouraged to submit a Complaints and Grievance Form.
- The Complaints Officer will log the complaint in the Complaints Register and provide all relevant details to the most suitable Manager for resolution.
- Complaints will be 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.
- The Manager allocated to the complaint will endeavour to make initial contact with the client within 2 business days with the aim of seeking a mutually agreeable outcome. The Manager may also discuss the matter with any staff member referred to in the complaint.
- Staff are not permitted to handle an escalated complaint when they have been referred to in the complaint.
- The Manager will record the details of the complaint and the outcome on the Complaints and Grievances Form and return to the Complaints Officer within 28 business days for completion.
- The Complaints Officer will be required to inform all parties involved of any decisions or outcomes in writing. Within the notification of the outcome of the formal complaint the student shall also be notified that they have the right to appeal. To appeal a decision, the RTO must receive, in writing, grounds of the appeal and the matter will be referred to the CEO.

Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO will:

- inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and
- regularly updates the complainant or appellant on the progress of the matter.

You may also choose to lodge a complaint with the RTO registering body, ASQA, at [www.asqa.gov.au](http://www.asqa.gov.au) or with the relevant state Training Ombudsman.

A copy of the InterCare Training Complaints and Grievances Policy will be supplied on request or is available from our website.

## **6 RESPONSIBILITIES**

### **COMPLIANCE, MONITORING & REVIEW**

General Manager

### **REPORTING**

General Manager

### **RECORDS MANAGEMENT**

General Manager

**7 DEFINITIONS**

N/A

**8 RELATED LEGISLATION & DOCUMENTS**

**RELATED POLICY DOCUMENT SUITE**

- Complaints & Grievances Form

**RELATED LEGISLATION AND SUPPORTING DOCUMENTS**

N/A

**9 INTERNAL REFERENCE NUMBER**

ITSPS1.37

