

Complaints Policy and Procedure

Purpose

The purpose of this policy is to inform and protect learners, staff and contractors of Learning Partnerships of the process of complaints handling by the organisation outlining clear intent, delegation and expectations. The principles of natural justice and procedural fairness are adopted at each stage of the process.

Scope

This policy refers to all enrolled learners, staff and contractors of Learning Partnerships and will be published publicly.

Responsibility

- All learners, stakeholders and the general public will be informed about the Complaints Policy and Procedure on the website and learner handbook.
- All complaints will be handled professionally and confidentially.
- All parties will have a clear understanding of the steps involved in the complaint procedure.
- Learners, stakeholders and the general public will be provided with details of external authorities they may approach, if required.
- All complaints will be managed fairly and factually with all parties offered an opportunity to tell their side of the story before decisions are made.
- Learning Partnerships will follow the complaint procedure and resolve the issue within 28 days of initiation.
- Learning Partnerships will record each step of the process on the 7002 Complaint Record

Learners, stakeholders and the general public may raise matters of concern relating to training delivery, marketing and assessment, the quality of the training, discrimination, sexual harassment and other issues that may arise.

Learning Partnerships will encourage the parties involved to approach a complaint procedure with an open mind and attempt to resolve problems through discussion and conciliation. Where a complaint cannot be resolved through discussion and conciliation using the principles of natural justice, we acknowledge the need for an appropriate external and independent agent to mediate between the parties.

The complaint procedure steps through 4 stages as required, which are recorded and filed securely in Learning Partnerships' central office. All staff will be made aware of the procedure and policy during their induction.

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Procedure:

The complaint procedure involved the complainant initiating the following:

Stage 1: (to be completed within 7 days of the complaint being recorded)

Where a complaint is received through any communication medium, the staff member / contractor receiving the complaint shall

- Clarify the issue and resolution sought by the complainant at the point of service delivery.
- Record the complaint using 7002 Complaint Record – the complainant or a staff member can fill out details
- If the complainant finds it difficult to discuss the issue with the relevant staff member, the complaint can be taken to any of the Managers at Learning Partnerships
- Where resolution is agreed, this will be recorded and the original document submitted to the Managing Director

Stage 2: (to be completed within 7 days of the complaint progressing from Stage 1)

- If the complaint is unable to be resolved, it will be referred to the Managing Director of Learning Partnerships for investigation, determination of action and recording of these on 7002 Complaint Record
- The Managing Director of Learning Partnerships will conduct an investigation and implement corrective & preventive action as appropriate where issues of staff performance or process are substantiated
- The Managing Director of Learning Partnerships will keep the complainant informed of the progress of the complaint

Stage 3: (to be completed within 7 days of the complaint progressing from Stage 2)

- If the complaint still cannot be resolved, then an external mediator will be employed to address the issue with Learning Partnerships meeting the cost of employing an external mediator for 1 session of up to 2 hours duration

Stage 4: (to be completed within 7 days of the complaint progressing from Stage 3)

- If the complaint cannot be resolved internally, Learning Partnerships will refer the complainant to the Australian Skills Qualifications Authority www.asqa.gov.au, QLD Training Ombudsman, Fair Work or relevant Australian Government Authority
- Learning Partnerships will also seek legal advice at Stage 4 of the process

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Document to be read in conjunction with:

7002 Complaint Record