

# FIT COLLEGE COMPLAINTS POLICY

## 1. Purpose

FIT College is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015 v2). As such, FIT College is required to have a policy and processes in place to manage and respond to complaints involving the conduct of staff, learners and third-party training and assessment providers who provide services on behalf of FIT College. This policy is based on providing and maintaining training and assessment services that are fair, reasonable and afford a forum where issues or inadequacies can be addressed. This process offers the opportunity for complaints to be recorded, acknowledged and dealt with in a fair and efficient manner. The purpose of this policy is to ensure that FIT College staff always act in a professional manner. This policy provides learners with a clear process to register a complaint. It ensures all parties involved are kept informed of the resulting actions and outcomes.

## 2. Scope

This policy applies to all employees involved in the complaints process with FIT College. Due diligence by all involved in the complaints process with FIT College is crucial in minimising risk to the company.

## 3. Policy Statement

FIT College acknowledges the learners' right to lodge a complaint when they are dissatisfied with the training and /or assessment services and experiences that FIT College has provided them. FIT College will ensure that learners have access to a fair and equitable process for expressing complaints, and that FIT College will manage the complaint with fairness and equity. In doing so, FIT College:

- Has written procedures in place for collecting and managing complaints in a constructive and timely manner;
- Ensures that these procedures are communicated to all staff, third-party partners and learners;
- Ensures that all necessary documentation and resources are in place to enable learners to submit a complaint;
- Ensures that each complaint and its outcome is recorded in writing; and
- Ensures that customer complaints and their outcomes are fed into continuous improvement initiatives.

## 4. Definitions

**Complainant** refers to a person who has an issue and is making a formal complaint.

**Conciliation** means the action of mediating between two disputing people or groups.

**Mediation** is a structured negotiation process in which an independent person assists the disputing parties to reconcile or come to an agreement.

**Natural justice** refers to principles, procedures, or treatment felt instinctively to be morally right and fair.

**Third-party** means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.

**Victimisation** means punishing or threatening to punish someone because they have asserted their rights, for example, for making a complaint.

## 5. Policy Responsibilities

Responsible Officer	Responsibilities
Operations Manager/ delegated officer	<ul style="list-style-type: none"> <li>• Initiate a transparent investigation to identify issues.</li> <li>• Review all complaint evidence to make a judgement.</li> <li>• Communicate final decisions to the complainant.</li> <li>• If the complaint cannot be resolved, provide information on where the complainant can pursue further action externally.</li> </ul>
Employees	<ul style="list-style-type: none"> <li>• Immediately inform the Operations Manager or delegated officer of the received complaint.</li> <li>• Forward all applicable correspondence to the Operations Manager or delegated officer.</li> <li>• Assist the Operations Manager or delegated officer in the investigation and collection of evidence.</li> </ul>

## 6. Complaints

If a learner has a complaint, they are encouraged to speak immediately with the trainer/assessor to resolve the issue. If the complainant is not satisfied that the issue has been resolved, they will be asked to complete a Complaints Form, to lodge a formal complaint. FIT College will then investigate the complaint and advise the complainant of the outcome. If the complainant is not satisfied with the outcome they may write to the Operations Manager, setting out in detail the issue of concern. This may lead to occasions where an industry-training representative may be invited to act as an objective party to negotiate a satisfactory resolution.

### 6.1. Types of complaints

A complaint may include allegations involving the conduct of:

- FIT College, its trainers, assessors or other staff; or
- A third-party providing services on behalf of FIT College, its trainers, assessors or other staff; or
- A learner of FIT College.

## 7. Managing complaints

In managing complaints, FIT College will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process. There is a procedure for making a complaint, and the complaint procedure is publicly available. Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially. Complaints will be resolved on an individual case basis, as they arise.

### 7.1. Lodging a complaint

All learners have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third-party) or the behavioural conduct of another learner. FIT College ensures that:

- All complaints are acknowledged in writing and finalised as soon as practicable.

- The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- Final decisions are made by either the Operations Manager of FIT College or an independent party to the complaint.

## 7.2. Complaints resolution

The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances, formal procedures and disciplinary action may be required. If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third-party review will be advised to the complainant. Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated. All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the learner in any current or future training.

## 8. Complaints process

All complaints shall follow the below process:

- Complaints are to be made in writing within seven (7) calendar days of the incident using the Complaints Form.
- A submitted complaint form will constitute a formal complaint from the learner. Further detail of the complaint can be provided by the learner verbally.
- The Operations Manager of FIT College must be informed of the receipt of all complaints immediately.
- The Operations Manager of FIT College may delegate responsibility for the resolution of the complaint.
- In the case of a complaint, the Operations Manager of FIT College will initiate a transparent, participative investigation to identify the issues.
- Complaints will be processed in accordance with the complaints flowchart - Annex A.
- Complaints, where possible, are to be resolved within 14 calendar days of the initial application.
- FIT College will inform the complainant in writing if the complaint takes more than 60 calendar days to finalise, providing the reasons why more than 60 calendar days are required. The complainant is informed with regular updates on the progress of the complaint.
- In all cases, the final conclusion will be assessed by the Operations Manager of FIT College.
- The Learner will be advised in writing of the outcome of their complaint, within seven (7) days of resolution.
- If the outcome is not to the satisfaction of the Learner, they may seek an appointment with the Operations Manager of FIT College.
- If the learner is not satisfied with the final decision, they can seek outside assistance to pursue the complaint.

## 9. Access & Equity

The FIT College Access & Equity Policy applies (See Access & Equity Policy).

## 10. Records Management

Records of all complaints and their outcomes are maintained securely. Records of complaints include:

- How the complaint was dealt with;
- The outcome of the complaint;
- The timeframes for resolution of the complaint;
- The potential causes of the complaint; and
- The steps taken to resolve the complaint.

All documentation from complaints processes is maintained in accordance with Records Management Policy (See Records Management Policy).

## 11. Monitoring and Improvement

All complaints practices are monitored by the Operations Manager of FIT College and will be discussed at Management Review Meetings with areas for improvement identified and acted upon (See Continuous Improvement Policy).

## 12. Document Control

Version	Date	Change Description	Author
1.0	06/07/2017	Policy Generated	RTO Manager
1.1	02/05/2018	Policy Updated	RTO Manager
1.2	13/02/2020	Policy Updated	HR Officer

## ANNEX A: Complaints process flowchart

