

## Complaints and Grievances Policy & Procedure (RTO 45602)

Version and Date:	Purpose and Comments:	Responsible Person:	Review Date
January 2025 (V5)	<i>Outcome Standards - Revised Standards for Registered Training Organisations</i>	RTO Manager	January 2026 (sooner if significant changes occur)

### Scope

This policy has been developed by the RTO to provide clear instruction and guidance to learners and RTO staff on the handling of complaints and grievances. The policy should be read in conjunction with the *Lady Gowrie Tasmania (Inc.) Complaints and Grievance Handling Policy*.

This policy does not cover appeals. Refer to the *Appeals Policy* for learners to ask for a review of, or to appeal against assessment decisions made by an RTO Assessor.

### Policy Statement

The RTO recognises the rights of learners and other RTO stakeholders, and that an effective feedback handling mechanism is essential in providing a quality service. Feedback, both positive and corrective, is a valuable and important tool for the RTO as it supports us to identify the needs of our clients and stakeholders, understand any business shortcomings, increase client satisfaction, and improve overall performance. We are committed to being responsive and resolving any complaint as quickly as possible.

This policy has been designed to provide guidance on the way the RTO receives and manages a complaint. We are committed to being consistent, fair, and impartial when handling a complaint.

The objective of this policy is to ensure:

- the complainant is aware of the complaint lodgement and handling processes
- both the complainant and our staff understand the complaints handling process
- the complaint is investigated impartially with a balanced view of all information or evidence
- we take reasonable steps to actively protect the complainant's personal information, and
- the complaint is considered on its merits considering individual circumstances and needs.

### Definition of a complaint

In this policy a complaint means an expression of dissatisfaction relating to a service provided by us.

## Complaint and Grievance Procedure

If a client is dissatisfied with a service provided by us, they should in the first instance consider speaking directly with the RTO staff member/s they have been dealing with.

If the complainant is uncomfortable with this or consider the relevant staff member is unable to address their concerns, they can lodge a complaint with us in one of the following ways by:

- download and complete the Complaint Form on our website [www.gowrieconsultancy.com.au](http://www.gowrieconsultancy.com.au)
- telephoning us on (03) 6230 6824
- writing to us PO Box 422, South Hobart, 7004
- emailing [RTO@gowrie-tas.com.au](mailto:RTO@gowrie-tas.com.au)
- If we receive a complaint verbally and we consider it appropriate, we may ask the complainant to put the complaint in writing.

### Information required when lodging a complaint

When we are investigating the complaint, we will be relying on information provided by the complainant and information we may already be holding. We may need to contact the complainant to clarify details or request additional information where necessary. To help us investigate the complaint quickly and efficiently we will ask the complainant for the following information:

- name and contact details
- the name of the person the complainant has been dealing with
- the nature of the complaint
- details of any steps the complainant has already taken to resolve the complaint
- details of conversations/written communication that the complainant may have had with us that may be relevant to the complaint
- copies of any documentation which supports the complaint.

### Recording a complaint

When taking a complaint, we will record:

- complainant name and contact details
- the complaint including the facts and the cause/s of the complaint
- the outcome and any actions taken following the investigation of the complaint
- all dates and times relating to actions taken to resolve the complaint and communications between the complainant and the RTO.

As part of our on-going improvement plan, complaints will be documented in the *complaints register* and monitored by management for any identifying trends and rectification/remedial action taken to mitigate any identified issues.

Personal information collected from the complainant will be used solely for the purposes of addressing the complaint. Personal details will actively be protected from disclosure, unless the complainant expressly consents to disclosure and/or the RTO is required to report under mandatory requirements.

### **Feedback to the complainant**

The RTO is committed to resolving issues/complaints at the first point of contact. However, this will not be possible in all circumstances; in which case a more formal complaints process will be followed.

We will acknowledge receipt of written complaints within seven (7) business days. We are committed to resolving complaints within (14) fourteen business days of lodgement of the complaint, however, this may not always be possible on every occasion. Where the RTO believes that resolution of the complaint may take more than (60) sixty calendar days we will inform the complainant in writing, detailing the reason that more than (60) sixty calendar days are required, and then update the complainant regularly on the progress towards resolution.

Once the complaint has been received, we will undertake an initial review of the complaint. There may be circumstances during the initial review or investigation of the complaint where we may need to clarify certain aspects of the complaint or request additional documentation from the complainant. In such circumstances we will explain the purpose of seeking clarification or additional documentation and provide the complainant with feedback on the status of the complaint at that time.

If we have sought clarification or additional documentation and we are waiting for the provision of this information, we may not be able to meet our 14-business day finalisation commitment. In such circumstances upon receipt of the clarification or additional documentation we will indicate to the complainant when we expect to be able to finalise the complaint.

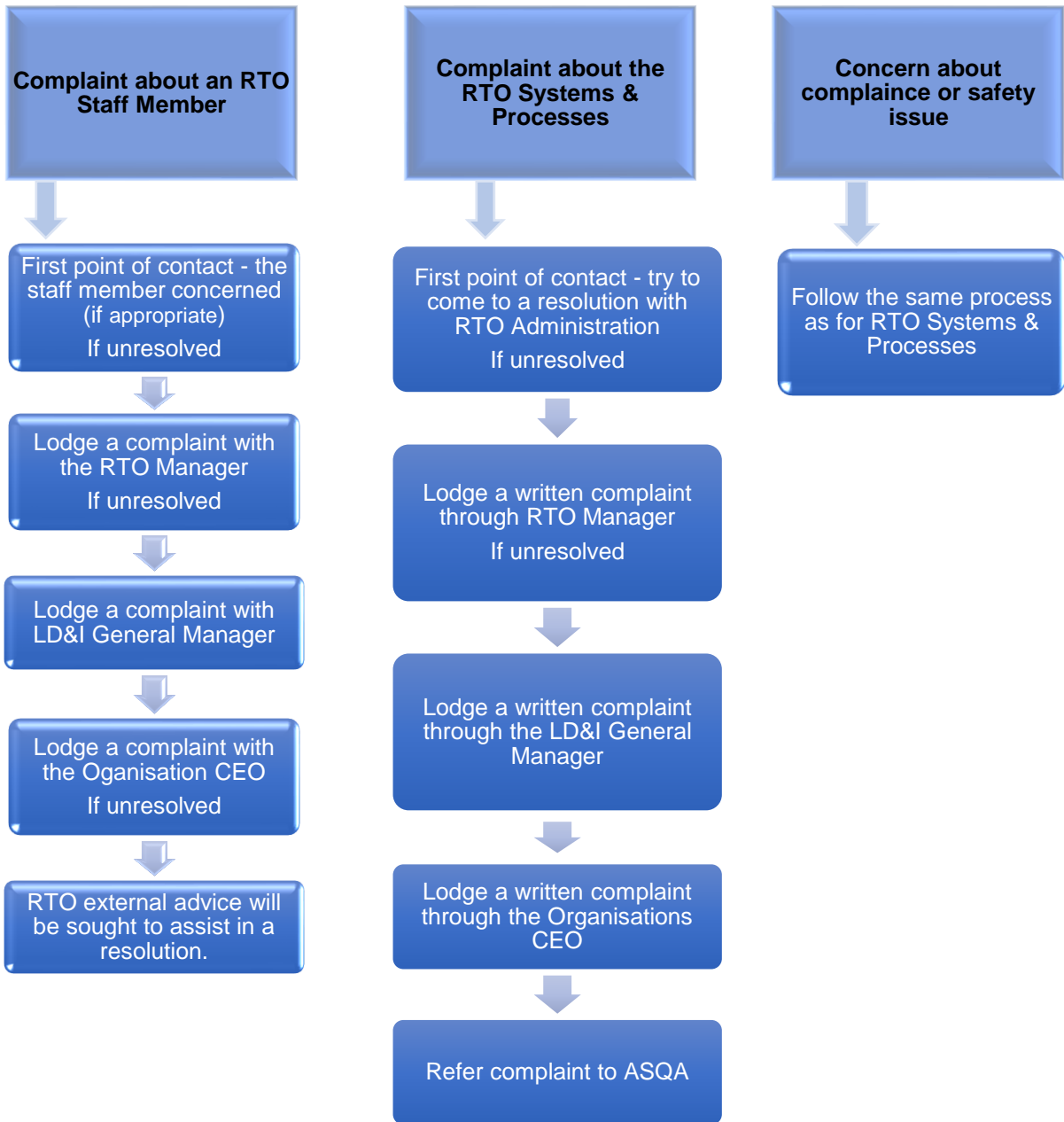
Once we have finalised the complaint, we will advise the complainant of our findings and any action we have taken. We will do this in writing, unless it has been mutually agreed that we can provide the information verbally. The complainant has the right to make enquiries about the current status of the complaint at any time by contacting us.

### **Complaint about RTO staff**

If the complaint is about a member of our staff, we will treat the complaint confidentially, impartially and equally (giving equal treatment to all people). Complaints must be made by the 'person' vs 'here say' so as a fair and just process can be undertaken for all parties concerned. We will investigate the complaint thoroughly by finding out the relevant facts, speaking with the relevant people and verifying explanations where possible.

We will also treat our staff member objectively by:

- informing them of any complaint about their performance
- providing them with an opportunity to explain the circumstances
- providing them with appropriate support, and
- updating them on the complaint investigation and the result.



**Contact Details:**

Lady Gowrie Tasmania (Gowrie Training & Consultancy) RTO	62306824 <a href="mailto:RTO@gowrie-tas.com.au">RTO@gowrie-tas.com.au</a> Online at <a href="http://www.gowrieconsultancy.com.au">www.gowrieconsultancy.com.au</a>
RTO Manager	(03) 62306824 <a href="mailto:jo.canavan@gowrie-tas.com.au">jo.canavan@gowrie-tas.com.au</a>
LD&I General Manager	(03) 62306821 <a href="mailto:annette.barwick@gowrie-tas.com.au">annette.barwick@gowrie-tas.com.au</a>
LGT CEO	(03) 62306801 <a href="mailto:Suzie.jones@gowrie-tas.com.au">Suzie.jones@gowrie-tas.com.au</a>
ASQA (Australian Skills Quality Authority)	<a href="https://www.asqa.gov.au/complaints">https://www.asqa.gov.au/complaints</a>

**The following documents support this policy**

*Complaints and Grievance Form*

*Complaints Register*

*Learner Handbook*

Lady Gowrie Tasmania Complaints and Feedback Policy

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**Legislative/statutory requirements**

*National Vocational Education and Training Regulator Act 2011*

*Outcome Standards - Revised Standards for Registered Training Organisations*

*Privacy Act 1998*

*Disability Discrimination Act 1992*