

Feedback and Complaints Policy & Procedure

Scope

This policy has been developed by the RTO to provide clear instruction and guidance to learners and stakeholders including RTO staff on the handling of complaints. 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, or where RTO decisions adversely affect the learner.

Policy Statement

The RTO recognises the rights of learners and other RTO stakeholders, and that an effective feedback and complaint 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 helps 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:

- All stakeholders have access to information on how to provide feedback and complaints
- 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
- ensures all stakeholders are afforded procedural fairness.

Definition of a complaint

Feedback can be both positive and corrective and both will inform continuous improvement. Within this policy 'corrective feedback' refers to a complaint.

Complaint means an expression of dissatisfaction relating to a service provided by the RTO.

Procedure

1. Initial Steps

If a client is dissatisfied with a service we have provided, they are encouraged to first speak directly with the relevant RTO staff member.

If the client is uncomfortable doing so, or believes the staff member cannot adequately address their concerns, they may lodge a formal complaint using one of the following methods:

- Download and complete the Complaint Form from our website: www.gowrieconsultancy.com.au
- Call us on (03) 6230 6824
- Write to us at: PO Box 422, South Hobart, TAS 7004
- Email us at: RTO@gowrie-tas.com.au

If a complaint is made verbally and we consider it appropriate, we may ask the complainant to submit it in writing.

2. Information Required When Lodging a Complaint

To help us investigate the complaint efficiently, we ask the complainant to provide the following:

- Full name and contact details
- Name of the staff member involved (if applicable)
- A clear description of the complaint
- Details of any steps already taken to resolve the issue
- Relevant conversations or written communications
- Copies of any supporting documentation

3. Recording a Complaint

When a complaint is received, we will record:

- The complainant's name and contact details
- A summary of the complaint, including key facts and causes
- Actions taken and the outcome of the investigation
- Dates and times of all relevant communications and steps taken.

All complaints will be documented in our Complaints Register and monitored by management to identify trends and implement corrective actions. Complaints and related actions will be a standing agenda item at RTO meetings.

4. Privacy and Confidentiality

Personal information collected will be used solely for the purpose of addressing the complaint. This information will be protected from disclosure unless:

- The complainant provides explicit consent, or
- Disclosure is required by law or under mandatory reporting obligations

5. Feedback to the Complainant

We aim to resolve complaints at the first point of contact. Where this is not possible, a formal process will be followed.

- Acknowledgement: Written complaints will be acknowledged within 7 business days.
- Resolution: We aim to resolve complaints within 14 business days of lodgement.
- Delays: If resolution is expected to take longer than 60 calendar days, we will notify the complainant in writing, explain the reason for the delay, and provide regular updates.

During the investigation, we may contact the complainant to clarify details or request additional documentation. If we are awaiting a response, the resolution timeline may be extended. Once the complaint is finalised, we will inform the complainant of the outcome in writing, unless a verbal update has been mutually agreed upon. Any verbal communication will be documented in the Complaints Register.

The complainant may contact us at any time to request an update on the status of their complaint.

6. Complaints About RTO Staff

If the complaint concerns a staff member, we will handle the matter confidentially and impartially, ensuring procedural fairness for all parties.

- Complaints must be made directly by the individual involved—not based on hearsay—to ensure a fair and just process.
- We will thoroughly investigate by gathering facts, speaking with relevant individuals, and verifying information.

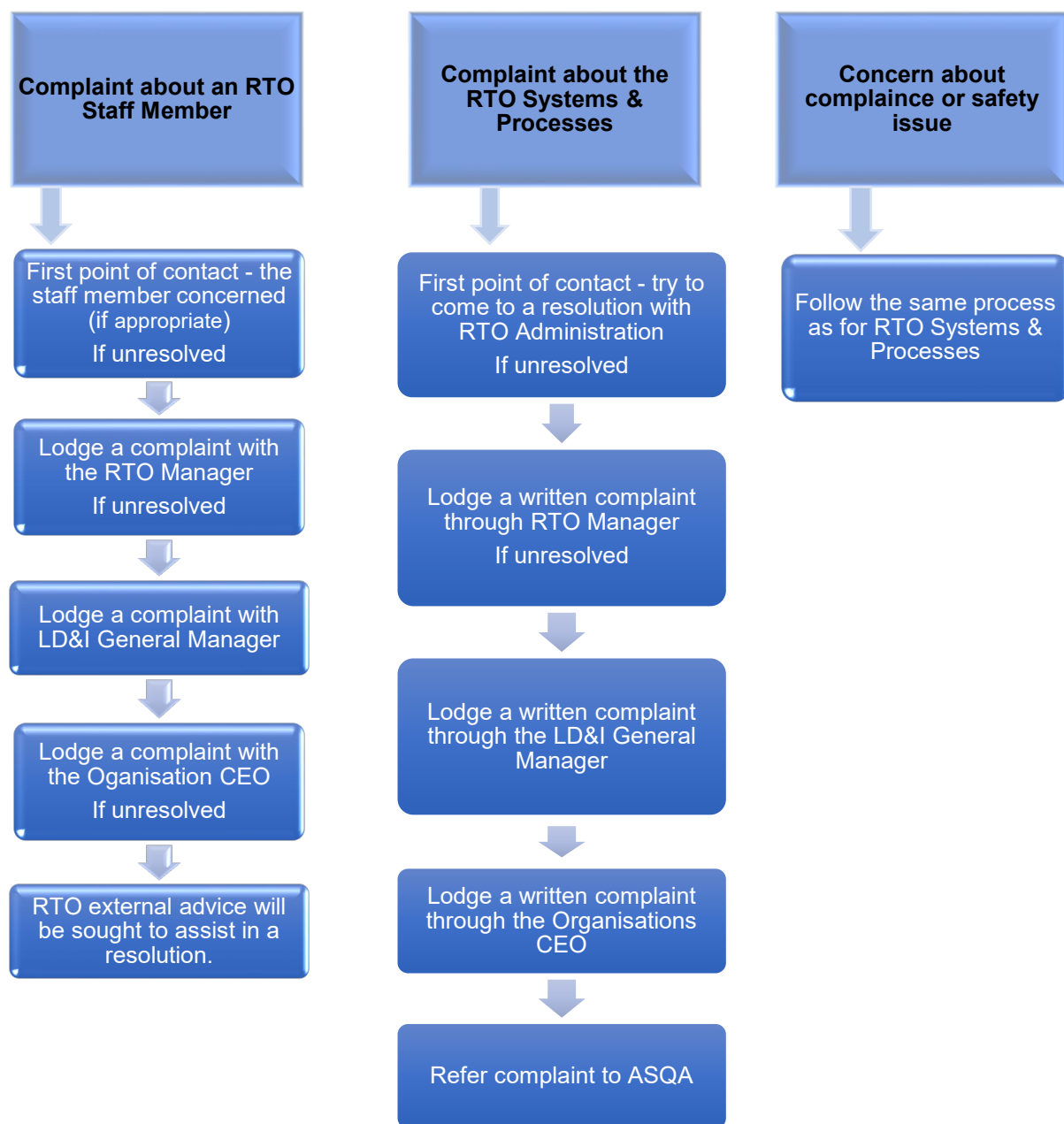
We will also treat the staff member fairly by:

- Informing them of the complaint
- Giving them an opportunity to respond
- Providing appropriate support
- Keeping them informed of the investigation and outcome

Contact Details:

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

Complainant Flow Chart



Positive Feedback

The RTO values feedback both constructive and positive. Positive feedback lets us know what we are doing well. It reaffirms that we're having an. It's inspiring, motivating, and it shows us where to focus our efforts in the future.

We will acknowledge written feedback within 7 days of receipt.

The following documents support this policy

Feedback and Complaints Form
Complaints Register
Learner Handbook
Lady Gowrie Tasmania Complaints and Feedback Policy
Appeals Policy and associated form/register
Continuous Improvement register

Legislative/statutory requirements

National Vocational Education and Training Regulator Act 2011
The Standards for Registered Training Organisations 2025
Privacy Act 1998
Disability Discrimination Act 1992
AS 10002:2022 Guidelines for complaint management in organisations.

Version and Date:	Purpose and Comments:	Responsible Person:	Planned Review Date
V6 – 25/06/2025 (format change)	Feedback and complaints management addresses concerns and informs continuous improvement strategies.	RTO Manager and/or General Manager rto@gowrie-tas.com.au	May 2026