

PR 3.0 COMPLAINTS PROCEDURE

POLICY STATEMENT

MacKillop Catholic College RTO will ensure that it handles complaints fairly and without bias. The principles of natural justice and procedural fairness will be adopted at every stage of the complaints process. This will ensure that, unless the security or safety of individuals is at risk, there will be no impact on the enrolment of an individual while a matter is in progress and all efforts will be made to assist a complainant with their matter.

All formal complaints will be heard and decided within 60 calendar days of receiving the written complaint. If the RTO considers more than 60 calendar days are required to process and finalise the complaint, the complainant will be informed of the reasons in writing and will be regularly updated on the progress of the matter.

If the processes fail to resolve the complaint, a review by an independent party will be provided if requested.

Any substantiated complaints, as well as **PR3.0 Complaints policy**, will be reviewed as part of the continuous improvement processes and appropriate corrective action taken to prevent or reduce the likelihood of reoccurrence. All matters pertaining to complaints will be securely protected.

The Chief Executive Officer is ultimately responsible for ensuring that the College RTO complies with this policy and procedure.

The Policy will be provided on the RTO website with information about how to make a complaint.

1. PURPOSE

This procedure outlines the process for managing complaints received about the RTO, from students, trainers, staff or third parties (where relevant).

2. SCOPE

This **Complaints Procedure** will manage allegations involving the conduct of:

- The RTO, its trainers, assessors and other staff;
- Stakeholders and others;
- A third party providing services on the RTO's behalf, its trainers, assessors or other staff (where this may be relevant to its operations); and
- A student of the RTO.

3. DEFINITIONS

Complaint - is any expression of dissatisfaction with an action or service of the RTO.

Grievance - is a level of complaint handled informally at the local level. The information and level of documentation about the grievance should be such to ensure all parties have a record of the nature of the grievance and its agreed resolution and the record is safely stored.

4. RESPONSIBILITIES

4.1 All **staff** are responsible for:

- 4.1.1 ensuring the documenting of complaints as per the scope of this procedure; and
- 4.1.2 sending the details of the complaint to the **RTO Manager**

4.2 The **RTO Manager** is responsible for:

- 4.2.1 acknowledging the complainant in writing;
- 4.2.2 informing all parties;
- 4.2.3 ensuring natural justice and fair procedure is followed throughout the process;
- 4.2.4 reviewing the complaint;
- 4.2.5 providing in writing a response to all parties including any options for appeal;
- 4.2.6 determining the root cause of the complaint, if the complaint is substantiated;
- 4.2.7 determining the action, if any, to be taken and recording it in the **Continuous Improvement Register**;
- 4.2.8 implementing the action;
- 4.2.9 following up of the complaint to ensure the complaint has been finalised and that corrective and or preventive action has been implemented satisfactorily and the complainant is satisfied;
- 4.2.10 ensuring complaints process and outcomes are reviewed as part of the **PR 1.0 Quality Assurance Procedure** to ensure preventive and corrective actions (improvements) are taken as the result of any investigations that have occurred; and
- 4.2.11 ensuring the current **Complaint Procedure** is publicly available via the website and **Student Handbook**.

5. PROCEDURE

Ref	Process	Actions
5.1	Prevention	The RTO seeks to prevent complaints by ensuring high levels of satisfaction with its training and assessment, its performance as an RTO and with its public image. If a complaint should arise, all staff are expected to be fair, courteous and helpful in all dealings with a complainant.
5.2	Make a complaint	If the staff member is unable to immediately resolve a grievance, request the person put their grievance in writing to the RTO Manager as a formal complaint.
5.3	Review the complaint	<p>The Manager will:</p> <ul style="list-style-type: none"> • Acknowledge receipt of the complaint within 2 school days • Review the complaint within five (5) school days of receiving the complaint • Undertake preliminary enquiry to determine nature of the complaint • Inform other relevant parties (if necessary) • Provide all parties an opportunity to present their cases (with a support person and/or parent/guardian if a student, or an independent adviser if a client or other stakeholder) • Discuss the resolution and any arrangements required by the RTO with the parties and email the outcome of discussion to all parties • If there is no resolution, the RTO will make available an independent panel to review the complaint if requested by the complainant • Record the resolution arrangements in meeting minutes and Incident Report if applicable • Provide the outcome in writing to the complainant (and other parties if relevant) <p>*If the complaint is made by or relates to a current student, there will be no action to the student's enrolment during complaint resolution, unless there is a serious concern for the health and safety of that or any other student/s.</p>
5.4	Determination of outcomes	<p>Within 14 school days, RTO Manager will provide the complainant (and if relevant, parent/care giver) a written response identifying and explaining the actions taken to address the complaint.</p> <p>In the written response, the complainant (and if relevant, parent/care giver) is invited to contact the RTO Manager to discuss their satisfaction with the outcome to the complaint.</p>
5.5	Timeframes	<p>If a complaint cannot be processed and finalised within 60 calendar days, the RTO will:</p> <ul style="list-style-type: none"> • Inform the complainant in writing, citing reasons for the delay, and; • Regularly update the complainant on the progress of the matter.
5.6	Complaint outcome	If the complainant is dissatisfied with the outcome, they can appeal in accordance with the RTO's PR 4.0 Appeals Procedure .

5.7	Records	Written records will be retained in the RTO Complaints Google folder. All complaint records are stored and maintained in accordance with PR 6.0 Privacy & Records Management Procedure .
5.8	Improvement	From any substantiated complaints, as well as PR3.0 Complaints Policy , the causes will be reviewed as part of the continuous improvement processes and as part of PR 1.0 Quality Assurance Procedure and appropriate corrective action taken to prevent or reduce the likelihood of reoccurrence. Actions will be recorded in the Continuous Improvement Register .
5.9	Illegal activity	Any complaint that is related to illegal activity, such as theft, assault etc., will be referred to the appropriate authority.

6. REFERENCES

- Student Handbook;
- *PR 1.0 Quality Assurance Procedure*;
- *PR 6.0 Privacy & Records Management Procedure*;
- Continuous Improvement Register.

7. RECORDS

- Improvement Register;
- Incident Report
- Complaint Google folder.