


Aged & Community Services Association of NSW & ACT Participant Complaint /Grievance Management		LC 17LD  <small>Aged & Community Services Association of NSW & ACT Incorporated</small> <small>ABN: 13 737 853 254</small>
Section(s) Revised: All Reviewed: 1/2/02; 26/11/02; 29/2/08		Page: 1 of 3
Authorised By: Learning & Development Manager	Issued To: Learning Centre Staff Trainers and Assessors	

1. Overview

Consumers and stakeholders of Vocational Education and Training (VET) must be confident that any complaints they have about the provision of training and assessment products and services will be dealt with efficiently, effectively, transparently and fairly and that any quality issues are identified and addressed.

(National Guidelines for Responding to Complaints about Vocational Education and Training Quality, AQTF 2007)

2. Policy

ACS is committed to addressing participants and other stakeholder complaints/ systematically in a timely manner to ensure that a mutually satisfactory resolution is reached in a fair, confidential and consultative manner in alignment with the principles of natural justice and procedural fairness and AQTF2007 Standards.


3. Definition

A complaint /grievance may be about:


- an issue that is perceived to affect a participant or other stakeholder unfairly or unjustly;
- the quality of training or service provision. This may include but is not limited to complaints made regarding the registration procedure, administration, facility, training, recognition of prior learning, trainer, assessor and / or attainment of qualification; and
- an appeal of an assessment decision or recognition of prior learning.

4. Protocol:

- 4.1 Participants are made aware of the complaint/grievance protocol through the Participant Handbook. Participants are encouraged to provide feedback through the course evaluation, industry feedback and/or the formal complaint/grievance procedure.
- 4.2 If the complaint is of a minor nature it should be initially addressed to the relevant trainer/assessor or other staff member. All complaints/grievances should preferably be lodged in writing by email or on the FLC07 Participant Complaint/Appeals Form.
- 4.3 Initial actions to resolve the complaint should be between the participant with the complaint/grievance and the trainer/assessor involved.
- 4.4 If the participant with the complaint feels the trainer/assessor is unwilling to discuss the issue or the discussion is unsatisfactory, the issue is to be raised with the appropriate coordinator or escalated to the Registered Training Coordinator for resolution.

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- 4.5 The Registered Training Coordinator in consultation with the Learning and Development Manager will investigate and act to resolve the grievance by:
- 4.5.1 discussing the complaint with the complainant;
 - 4.5.2 conducting an investigation into the matter;
 - 4.5.3 discussing the complaint with relevant staff member (if applicable);
 - 4.5.4 taking action to resolve the complaint within an agreed timeframe;
 - 4.5.5 keeping the complainant informed of the actions taken and ensuring the complaint is satisfactorily resolved;
 - 4.5.6 escalating the complaint to the CEO where required; and
 - 4.5.7 completing all relevant sections of the FLC07 Participant complaint/appeals form.
- 4.6 Where a participant feels that this resolution is not satisfactory they may submit a written letter of complaint to the Chief Executive Officer for consideration.
- 4.7 In such cases the Chief Executive Officer will assess the complaint and make one of the following decisions:
- 4.7.1 refuse the grievance and accept the resolution by the RTO Coordinator/Learning & Development Manager;
 - 4.7.2 accept the grievance and counsel the Trainer/Assessor, complainant, staff or other key persons concerned;
 - 4.7.3 agree to have the matter mediated by an independent arbitrator.
- 4.8 Where the involvement of an arbitrator is required the Chief Executive Officer will follow the course of action detailed below:
- 4.8.1 provide appropriate documentation, if required, to an independent arbitrator regarding the issue;
 - 4.8.2 engage in discussion with the participant, independent arbitrator and any management representatives;
 - 4.8.3 document an agreed course of action signed by all parties.

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5. Complaint/Grievance/Appeal Monitoring

- 5.1 Completed FLC07 Participant complaint/appeals forms are forwarded to the Learning and Development Manager for sign off and entering into the complaint register.
- 5.2 The Learning and Development Manager will report data and outcomes of the complaint system to the two monthly Learning Centre staff meetings. This includes:
 - the number and nature of complaints;
 - number of complaints resolved satisfactorily; and
 - any trends in complaints received.

Confidentiality regarding the complainant must be observed. Information contained in this register will be used to monitor trends and to make improvements to the Learning Centre systems and processes.

Other Considerations

- 6.1 Participants are informed in the Participant Handbook that they are able to lodge a complaint with the National Training Complaints Hotline on 1800 000 674. They are encouraged to address the complaint/grievance with the relevant trainer or assessor in the first instance.
- 6.2 Confidentiality is maintained and anonymity preserved where requested. Complainants will be informed where this may limit the extent to which a complaint can be investigated.
- 6.3 An appropriate timeframe for resolution of a complaint must be set and monitored.
- 6.4 Those with special needs, such as people with limited English language or literacy skills and those with a disability will not be disadvantaged in the complaints process.