

8.3 Complaints Policy

1. Purpose

St Stephen's College is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, St Stephen's College has policy and processes in place to manage and respond to allegations involving the conduct of staff, students and third party training and assessment providers who provide services on behalf of St Stephen's College.

This policy is based on providing and maintaining a learning environment that is fair and reasonable and afford a forum where issues or inadequacies can be raised and resolved. This process provides opportunity for complaints to be recorded, acknowledged and dealt with in a fair, efficient and effective manner.

The object of this policy is to ensure that St Stephen's College staff act in a professional manner at all times. This policy provides students, staff, 3rd party providers and other stakeholders with a clear process to register a complaint. It ensures all parties involved are kept informed of the resulting actions and outcomes.

2. Policy Statement

St Stephen's College acknowledges those with who it engages right to lodge a complaint when they are dissatisfied with the learning experience they have experienced with St Stephen's College.

St Stephen's College will ensure all stakeholders have access to a fair and equitable process for expressing complaints, and that St Stephen's College will manage the complaint with fairness and equity.

In doing so, St Stephen's College:

- a) has written procedures in place for collecting and managing complaints in a constructive and timely manner;
- b) ensures that these procedures are communicated to all staff, third party partners, students and other relevant stakeholders;
- c) ensures that all necessary documentation and resources are in place to enable all staff, third party partners and students and other relevant stakeholders to submit a complaint;
- d) ensures that each complaint and its outcome is recorded in writing; and
- e) ensures that customer complaints and their outcomes are fed into continuous improvement initiatives.

3. Definitions

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.

Natural justice means that the College will hold a hearing appropriate to the circumstances, ensure there is a lack of bias in the process, use evidence to support a decision and inquiry into the matters in dispute. Any decision by a decision maker is invalid if influenced by financial or other interest or bias.

4. Policy Principles

4.1 Principles

In managing complaints, St Stephen's College will ensure that:

- a) The principles of natural justice and procedural fairness are adopted at every stage of the complaint process.
- b) The complaints policy is publicly available.
- c) There is a procedure for making a complaint.
- d) Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- e) Complaints will be resolved on an individual case basis, as they arise.
- f) All staff, third party partners, students and other relevant stakeholders have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the learning environment that they have experienced (including through a third party) or the behavioural conduct of another student.
- g) All complaints are acknowledged in writing and finalised as soon as practicable.
- h) 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.
- i) The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- j) In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- k) Final decisions will be made by the Managing Director St Stephen's College or an independent party to the complaint.
- l) The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- m) 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.
- n) If the complaint will take in excess of 60 calendar days to finalise St Stephen's College will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- o) Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.

- p) All complaints will be handled as in confidence and will not affect or bias the progress of the student in any current or future training.

4.2 Types of Complaints

A complaint may include allegations involving the conduct of :

- a) St Stephen's College, its trainers, assessors or other staff; or
- b) A third party providing services on behalf of St Stephen's College, its trainers, assessors or other staff; or
- c) A student of St Stephen's College.

5. St Stephen's College Responsibilities

The Managing Director of St Stephen's College is the Complaints Resolution Officer. The Managing Director may delegate responsibility for the resolution of the complaint if necessary.

Details concerning the scope of the Complaints Policy are to be clearly displayed throughout the organisation and contained within the Staff Induction Process, College Handbook and St Stephen's College website.

6. Process

6.1 Complaints

If a student has a complaint, they are encouraged to speak immediately with the Teaching & Assessment Officer to resolve the issue. If the complainant is not satisfied that the issue has been resolved they will be asked to complete 8.3.2 Complaints Form, to lodge a formal complaint. St Stephen's College will then investigate the complaint and advise the complainant of the outcome in accordance with 8.3.1 Complaints Procedure.

If the complainant is not satisfied with the outcome they may write to the Managing Director, 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 in order to negotiate a satisfactory resolution.

6.2 Complaints Process

All complaints shall follow the below process:

- a) Complaints are to be made in writing within 7 calendar days of the incident using the Complaints Form.
- b) A submitted complaint form will constitute a formal complaint from the student. Further detail of the complaint can be provided by the complainant verbally.
- c) The Managing Director St Stephen's College must be informed of receipt of all complaints immediately.
- d) The Managing Director St Stephen's College may delegate responsibility for the resolution of the complaint.

- d) In the case of a complaint, the Managing Director St Stephen's College will initiate a transparent, participative investigation to identify the issues.
- e) In the interests of natural justice the Managing Director may refer the appeal to a third party to resolve with the student and the college.
- f) Complaints will be processed in accordance with the Complaints flowchart - Attachment A.
- g) Complaints, where possible, are to be resolved within 14 calendar days of the initial application.
- h) In all cases the final conclusion will be assessed by the Managing Director St Stephen's College.
- i) The complainant will be advised in writing of the outcome of their complaint, within seven (7) days of resolution.
- j) If the outcome is not to the satisfaction of the complainant, they may seek an appointment with the Managing Director St Stephen's College.
- k) If the complainant is not satisfied with the decision they have the option to seek outside assistance to pursue the complaint.

7. Access & Equity

The St Stephen's College Access & Equity Policy applies. (See 8.1 Access & Equity Policy)

8. Records Management

Records of all complaints and their outcomes are maintained securely.

Records of complaints include:

- a) How the complaint was dealt with;
- b) The outcome of the complaint;
- c) The timeframes for resolution of the complaint;
- d) The potential causes of the complaint; and
- e) The steps taken to resolve the complaint.

All documentation from Refund processes are maintained in accordance with Records Management Policy. (See 7.3 Records Management Policy)

9. Monitoring and Improvement

All complaints practices are monitored by the Managing Director St Stephen's College and will be discussed at Management Meetings with areas for improvement identified and acted upon. (See 6.1 Continuous Improvement Policy)

Attachment A: Complaints Process

