

<p>Compliance requirement</p> <p>6.1 The RTO has a complaints policy to manage and respond to allegations involving the conduct of a) the RTO, its trainers, assessors or other staff b) a third party providing services on the RTO's behalf, its trainers, assessors or other staff; or c) a learner of the RTO.</p> <p>6.3. The RTO's complaints policy and appeals policy a) ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process b) are publicly available c) set out the procedure for making a complaint or requesting an appeal d) ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable; and e) provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.</p> <p>6.4. Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO a) informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and b) regularly updates the complainant or appellant on the progress of the matter.</p> <p>6.5. The RTO a) securely maintains records of all complaints and appeals and their outcomes; and b) identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.</p>	<p>SRTO 6.1</p> <p>SRTO 6.3</p> <p>SRTO 6.4</p> <p>SRTO 6.5</p>
<p style="text-align: center;">POLICY FOR PUBLICATION</p> <p>Complaints policy</p> <p>A complaint is an expression of dissatisfaction with any of our services, any of our staff, a third party (or their staff) that provides services on our behalf, or a learner enrolled with us.</p> <p>1. A complaint should first be made informally to the person involved to reach a resolution, if this is appropriate to the issue. If this is not your preferred option then go straight to step 2.</p> <p>2. A written complaint should be lodged on a Complaints and Appeals form with RTO administration by hand, or email or via the 'contact us' form on our website, within thirty calendar days of the issue arising, where practicable, setting out:</p> <ul style="list-style-type: none"> • the circumstances surrounding the issue • who was involved and why a complaint is being lodged • any evidence including dates, documentation and names of witnesses <p>A copy of the complaint and Appeals form is to be forwarded to quality@bestchance.org.au</p> <p>3. The Executive Manager, Quality will acknowledge receipt in writing; consider the complaint and you will be notified in writing of the outcome within 60 calendar days of lodgement of the complaint. If more than 60 calendar days are required to process and finalise</p>	

<p>the complaint, you will be informed in writing, including reasons why more time is required and regularly updated on the progress of the matter.</p> <p>4 In the event that you are not satisfied with the outcome, and you are on a traineeship, you may contact the Australian Apprenticeship Centre named on the training contract.</p> <p>5. In the event that you are not satisfied with the outcome, and are not on a traineeship, the dispute will be referred to mediation at our expense with a mediator from the Institute of Arbitrators and Mediators Australia, which is a national not-for-profit organisation.</p>	
<p>Availability of policy Clients are made aware of the complaints policy:</p> <ul style="list-style-type: none"> • Learner clients are informed of the complaints policy via the Website and the Learner Handbook • Learner clients are also advised of the complaints policy during their initial interview • Employer clients (if any) are informed of the complaints policy in the Services Agreement 	
<p>Procedure</p> <p>For administration In the event that a complaint is received:</p> <ol style="list-style-type: none"> 1. Forward complaint to Training and Compliance Manager immediately. 2. Ensure the complaint was received by the Training and Compliance Manager. 3. Maintain confidentiality with regard to complaint (procedural fairness). <p>Executive Manager Quality The Executive Manager Quality has a maximum of 90 calendar days from the date the complaint was received to provide the complainant with a written response.</p> <ol style="list-style-type: none"> 1. Investigate thoroughly as suits the nature of the complaint, including contacting anyone else who was mentioned by the complainant (natural justice), in line with the Integrated Quality and Risk Framework. 2. Develop a written response that states an outcome. 3. If outcome is not favourable one for complainant include mention of the next step available to them as set out in the complaints policy. 4. Ensure the complainant receives a written response within 30 calendar days. 5. If more than 60 calendar days are required to process and finalise the complaint, the person must be informed in writing, including reasons why more time is required. In this instance the person must be regularly updated on the progress of the matter. 	<p>Administration</p> <p>Executive Manager Quality</p>

Training QMS Complaints

<ol style="list-style-type: none"> 6. Record findings and outcome in learner/employer file. 7. Record summary of complaint in Complaints and Appeals register. 8. Consider possible corrective action at management meeting. 9. Report complaint and outcome to the Quality and Risk Committee. 	
<p>Complaints and Appeals Register All complaints and appeals - and their outcomes - must be included in the Complaints and Appeals Register in google docx, which is a confidential file available only to senior management.</p>	
<p>Corrective action Every complaint and appeal must be discussed by senior management to consider how processes can be improved to eliminate or mitigate the likelihood of reoccurrence. Preventive action to reduce risk of complaint or appeal is taken as part of regular monitoring activity.</p>	Senior management