



COMPLAINTS POLICY

1. Purpose

This purpose of this policy is to ensure that concerns and complaints against CSaT, its trainers, assessors, other staff, third parties providing services on its behalf and learners shall be handled impartially, justly and with confidentiality. CSaT ensures the principles of natural justice and procedural fairness will be adopted at every stage of the complaint process. The complaints process consists of a number of stages.

2. Scope

Any person/s wishing to make a complaint, appeal, or any other matter against CSaT concerning its conduct as an RTO, shall have access to the complaints procedure. All formal complaints will be heard by CSaT within 60 calendar days of the receipt of the written complaint. If, for whatever reason, more than 60 days is required to process and finalise the complaint, CSaT will inform the complainant in writing giving reasons why additional time is required. CSaT will regularly update the complainant on the progress of the complaint. CSaT's Managing Director will deal with the complaint or convene an independent panel to hear the complaint if the process fails to resolve the complaint, or the complainant requests a review. The complaints committee shall not have had any previous involvement with the complaint. A register of Complaints which documents all formal complaints and their resolution will be securely maintained by CSaT. CSaT will identify any potential causes of complaints and appeals and take corrective action to eliminate such complaints in the future. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.

3. Definitions

Key Term – Acronym	Definition
RTO	Registered Training Organisation.
Complaint	A complaint is an expression of concern, dissatisfaction or frustration with the quality or delivery of service, a policy or procedure, or the conduct of another person.
Complainant	The person making the complaint

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4. Complaints procedure

Should a learner seek to make a complaint the following procedure will be followed:

Step 1

The complainant can make an informal verbal approach to the trainer/course presenter or an administration representative where the issue will be discussed. If the complaint cannot be resolved proceed to Step 2.

Step 2

A written formal complaint will need to be lodged. All formal complaints must be addressed to the CEO of CSaT who will provide written acknowledgement of the receipt of the complaint. A form has been created for this called the *Complaints and Appeals Form*. Please ask at administration for this. All formal complaints will be heard by CSaT's CEO within 60 calendar days of the receipt of the written complaint.

Step 3

Where CSaT considers more than 60 calendar days are required to process and finalise the complaint they will:

- a) inform the complainant in writing, including reasons why more than 60 calendar days are required; and
- b) regularly update the complainant on the progress of the matter

Step 4

If the process fails to resolve the complaint, and if requested by the complainant, CSaT will convene an independent panel (*two members and a chair*) to conduct a review of the complaint. All documentation will be provided to the complaint committee who may choose to hear from the parties /witnesses orally.

Step 5

After reviewing and evaluating all the evidence the independent body will make a decision on the complaint/appeal and advise the complainant/s of the outcome in writing and the reasons for their decision.

Step 6

CSaT will record all complaints and appeals and their outcomes and securely maintain all records of the process. CSaT will identify any potential causes of complaints and take appropriate corrective action to eliminate them as part of their continuous improvement processes

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5. Responsibility

5.1 The CEO of CSaT is responsible for:

- 5.1.1. Providing leadership in demonstrating a commitment to the resolution of complaints;
- 5.1.2 Ensuring there is an effective, timely impartial and just system for dealing with complaints;
- 5.1.3 Ensuring final decisions relating to complaints are made and communicated to the complainant/s within 60 days of receipt of written complaint.

5.2 Staff of CSaT are responsible for:

- 5.2.1 Exercising primary responsibility for receiving and resolving complaints and any conflict in their areas in a timely and fair way;
- 5.2.2 Advising learners/clients of their right to make a complaint where appropriate;
- 5.2.3 Providing advice and assistance to learners/clients who have a complaint;
- 5.2.4 Where possible engage openly in the complaint handling process, including discussions with other parties to resolve the concerns or complaints.

6. Associated Documents/Forms/Registers

- [Vocational Education Training and Employment Act 2014](#)
- [The National Vocational Education and Training Regulator ACT 2011](#)
- [RTO Standards 2015](#)
- [Z:\04 Forms\Complaints and Appeals Form v2 19.06.17.pdf](#)
- [..\COMPLAINTS Register.xlsx](#)

7. Implementation

1. Staff Inductions and handbook
2. Learner handbook
3. CSaT Website

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