

Complaints and Grievances Policy

Policy Statement

NT offers all learners the opportunity to make a complaint, or to appeal against an assessment decision. The Complaints/Grievances and Appeals processes are considered a valuable tool for us to improve our services and business operations. You are encouraged to contact NT to raise any complaints/grievances you may have, or to make an appeal, and are reassured that your complaints/grievances or appeals will be dealt with:

- Promptly and efficiently;
- In a fair and equitable manner;
- So as to respect confidentiality and ensure impartiality is maintained;
- So you are informed regularly of action being taken/progress;
- In a manner whereby follow-up checks are made at a later date to review the appropriateness of solutions reached; and
- So that documented records are maintained.

Policy

Disputes arise when a client is not satisfied with an aspect of the RTO's services and requests action to be taken to resolve the matter. Learners and other members of the public may wish to lodge a complaint in some of the following areas (amongst others):

- The conduct of the RTO, its trainers, assessors or other staff;
- A RTO Subcontractor, its trainers, assessors or other staff;
- A Learner of the RTO.

All formal complaints will be attended to within 10 working days of being received. The Complaint and Grievance Form is available in all learner workbooks and on Nationwide Training website.

The RTO will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process.

Complaints and Grievances Procedure

- The client should first discuss their concerns with their trainer/assessor, or other staff member they feel comfortable with. If the matter is satisfactorily resolved during initial discussions, no further action is required.
- Where the complaint is not satisfactorily resolved, the learner may wish to submit their complaint in writing via a completed Complaint and Grievance Form. This form needs to be submitted to the RTO Administration Department. The learner may be accompanied by a representative to any meetings it holds with the RTO staff.
- Allow for 10 working days for the matter to be processed. During the review, the nominated and responsible staff member may implement some of the following steps:
 - Interviewing persons involved in the matter;
 - Reviewing all documentation associated with the matter.
 - The outcomes will be communicated to the learner in writing.
- If the learner remains dissatisfied with the outcome, the matter will be forwarded to the RTO Chief Executive Officer for review.
- The RTO Chief Executive Officer will assess the situation and put forward a resolution within 7 working days of being notified.
- Should the learner remain dissatisfied with the results, they will be provided with the option of having their case heard by a suitable, independent body (independent to both the learner and the RTO) who will review the case. This body, where possible,

will be asked to formally declare its independence to both parties and both parties will be asked to agree to it acting in the nominated capacity of case manager.

- Principles outlined in Nationwide Training's Privacy, Learner Access to Records and Record Keeping Policies Policy will be applicable at all times.
- The learner is to be informed regularly of the progress of their application. Should it appear likely that the application will take more than 10 days to process, the learner will be informed in writing stating the reasons for the delay.
- Records of all Complaints/Grievances processes and outcomes will be recorded by the RTO on the Complaints Register and saved according to the RTO's Record Keeping Policy.
- All Complaints/Grievances applications and processes will be carefully reviewed by senior management following finalisation to identify any areas of improvement that the RTO can act upon.

The complainant may withdraw a grievance at any stage in the process. If the grievance is withdrawn, the matter will be deemed to be closed.

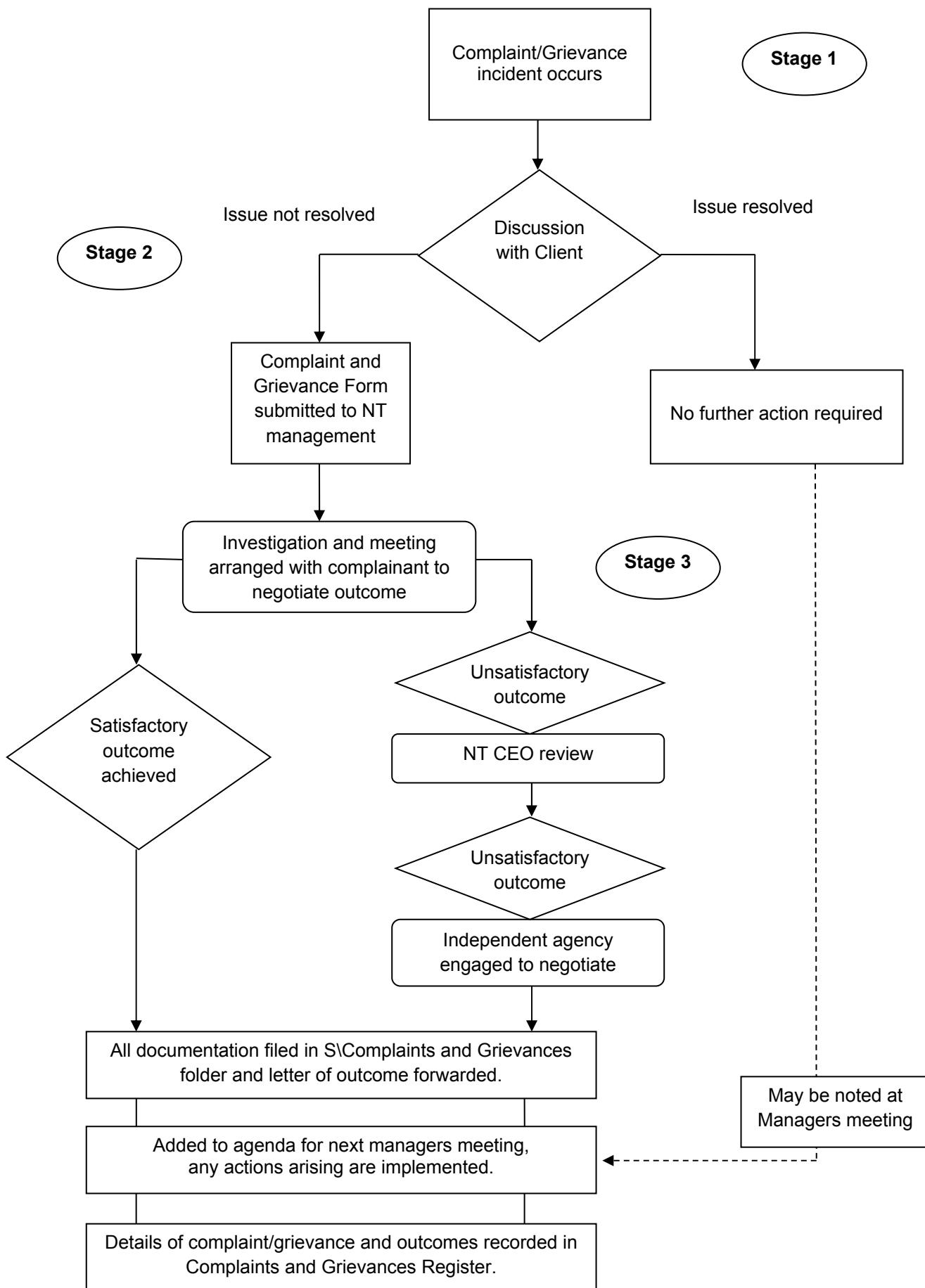
Privacy

Nationwide Training acknowledges and respects the privacy of learners and staff. It is required under the Privacy Act 1988 (Federal) to comply with the National Privacy Principles in respect of the collection, use and disclosure of personal information from individuals. Refer to the Privacy, Learner Access to Records and Record Keeping Policies document for further details.

Records of all grievances, applications for review of decisions and outcomes of the grievance process will be kept for a period of five years. Parties to the complaint will be allowed supervised access to these records at the discretion of Nationwide Training's Manager.

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	Complaints and Grievances Policy	PAAE002	2	13/04/2017	April 2018

Complaints and Grievances Flowchart



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	Complaints and Grievances Policy	PAAE002	2	13/04/2017	April 2018