

## PURPOSE

While every attempt is made to ensure the products and services we provide to our students are of the highest quality, there can be occasions when students are dissatisfied. This policy is designed to provide a framework for handling these complaints to ensure transparency and accountability.

## POLICY

It is the policy of Health Industry Training that all complaints from students will be investigated and a formal response provided to the complainant.

All students are to be handled with concern and respect by those to whom the complaint is registered and all continuing interaction with the complainant be undertaken by the Executive Director of Health Industry Training.

## PROCEDURE

The following procedures are to be undertaken when handling student complaints:

- The complainant is to be kept informed at all times of the progress and result of any investigation or resolution to the complaint.
- The staff member receiving the complaint should not engage in any discussion with the complainant on the merits or otherwise of the complaint but simply explain the procedure that will be followed to address the complaint.
- The complainant is to submit a formal complaint in writing. Complaints are to include the following information:
  - Submission date of complaint;
  - Name of complainant;
  - Nature of complaint;
  - Date of the event which lead to the complaint; and
  - Any other relevant information or attachments (if applicable)
- The Executive Director or delegate will contact the complainant within 24 hours to explain the process of investigation if warranted and to ascertain what actions or results the complainant would like to see happen.

- The Executive Director will investigate the complaint or refer the matter to appropriate Health Industry Training personnel to investigate. In either case, the investigation will be resolved and decisions made on the complaint within 20 working days of the complaint being received in writing.
- The complainant will be informed of any decisions or outcomes concluded in writing, with reasons provided for the decisions or outcomes. With this notification, all complainants will receive information on how they can progress their complaint if still unhappy.
- If the complainant is not satisfied with the outcome, they may escalate the complaint in writing to the Executive Director.
- Escalated complaints are to include the following information:
  - Submission date of complaint;
  - Name of complainant;
  - Nature of complaint;
  - Reasons why the complainant is not satisfied with the outcome of the original complaint; and
  - Any other relevant information or attachments (if applicable).
- The Executive Director will acknowledge receipt of the escalated complaint in writing within five working days and arrange a suitable time if needed to discuss the complaint.
- The Executive Director will investigate the complaint or refer the matter to an external dispute resolution process by a body appointed for this purpose by Health Industry Training.
- The complainant will be informed of any decisions or outcomes concluded in writing, with reasons provided for the decisions or outcomes. With this notification, all complainants will receive information on how they can progress their complaint if still unhappy.
- All stages of the complaints process are documented and notes provided to all parties involved, including the outcomes of the complaint at each stage and reasons for the decisions made. Each complaint and its outcome is recorded in writing and stored on the Complaints Register.
- If at any stage Health Industry Training considers more than 60 calendar days are required to process and finalise the complaint, Health Industry Training must:
  - inform the complainant in writing, including reasons why more than 60 calendar days are required; and
  - regularly updates the complainant on the progress of the matter.
- If the internal or external complaint handling or appeal process results in a decision that supports the student, Health Industry Training must immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.
- At all times records of complaints and grievances are maintained confidentially. Health Industry Training must retain records of all complaints and grievances for a period of at least five years, allowing parties to the complaint or grievance appropriate access to these records.

## Complaints Key Contacts

If the student is still not satisfied with the resolution of the complaint, they are directed to seek further assistance from the following additional parties:

Organisation	Details
Vocational Education & Training Programs Australia Skills & Quality Authority (ASQA)	1300 701 801 <a href="mailto:enquiries@asqa.gov.au">enquiries@asqa.gov.au</a>
QLD Department of Education, Training & Employment	<a href="http://www.training.qld.gov.au">www.training.qld.gov.au</a>
WA Department of Training and Workforce Development	<a href="http://www.dtwd.wa.gov.au">www.dtwd.wa.gov.au</a>

## Improvement Actions

Health Industry Training confirms its commitment to investigate and act on any complaint raised, and also to take appropriate action in any case where complaints are substantiated. In cases where a complaint is upheld, Health Industry Training endeavours to identify the cause of the complaint and implement steps to prevent the situation happening again.

All improvement actions arising from complaints are raised via the Continuous Improvement Register.