

Complaints, Grievance and Appeal Policy and Procedure

PURPOSE

Skill Hire is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, Skill Hire is required to have a policy and processes in place to manage and respond to allegations involving the conduct of staff, learners and third party training and assessment providers who provide services on behalf of Skill Hire.

This policy is based on providing and maintaining training and assessment services that are 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 Skill Hire staff act in a professional manner at all times. This policy provides clients with a clear process to register a complaint. It ensures all parties involved are kept informed of the resulting actions and outcomes.

POLICY STATEMENT

Skill Hire acknowledges the clients' right to lodge a complaint when they are dissatisfied with the training and /or assessment services and experiences that they have been provided by Skill Hire.

Skill Hire will ensure that clients have access to a fair and equitable process for expressing complaints, and that Skill Hire will manage the complaint with fairness and equity.

In doing so, Skill Hire:

- 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 and clients;
- c) ensures that all necessary documentation and resources are in place to enable clients 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.

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.

POLICY PRINCIPLES

Principles

In managing complaints, Skill Hire 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 clients have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided, (including through a third party) or the behavioural conduct of another learner.
- 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 CEO of Skill Hire 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 Skill Hire 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 Staff-In-Confidence and will not affect or bias the progress of the client in any current of future training.

Types of Complaints

A complaint may include allegations involving the conduct of:

- a) Skill Hire, its trainers, assessors or other staff; or
- b) A third-party providing services on behalf of Skill Hire, its trainers, assessors or other staff; or
- c) A learner of Skill Hire.

SKILL HIRE RESPONSIBILITIES

The CEO of Skill Hire is the Complaints Resolution Officer. The CEO 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, Student Handbook and Skill Hire website.

PROCESS

Overview

If a student has a complaint or grievance or believes that they have not received a fair and accurate decision they are encouraged to speak immediately with a Skill Hire staff member to resolve the issue. If the complainant/appellant is not satisfied that the issue has been resolved they will be asked to complete a Complaints Form available on the Skill Hire website.

Skill Hire will then investigate and advise the complainant/appellant of the outcome. A complaint, grievance or appeal should not take more than 60 days to finalise. Where Skill Hire believes this timeframe will not be adhered to, Skill Hire will provide in writing the reasons why and provide regular updates on the progress of the matter until it is resolved. All responses during the process will be provided in writing.

All complaints, grievances and appeals will be handled as Staff-In-Confidence and will not affect or bias the progress of the participant in any current or future training.

Where the matter is unable to be resolved through the Skill Hire internal process an independent review will be undertaken if requested. Complainants and appellants are able to use their own external party or the complainant or appellant can directly contact other external agencies listed below including:

- ASQA (Australian Skills Quality Authority)
 - ASQA is Skill Hire’s registering body and will only use the information you provide to inform its regulatory approach and will not contact us on your behalf or act as your advocate.
 - Skill Hire’s complaints and appeals process must be followed before making a complaint about Skill Hire to the Australian Skills Qualification Authority (ASQA)
 - For more information, refer to the following webpage: [ASQA - Complaint Form](#)

Australian Consumer Law

Individuals have the right to take action under the Australian Consumer Law and to pursue other legal remedies.

Link: [Home | Consumer Law](#)

Administration

All complaints, grievances and appeals are to be documented and held securely on file. A complaints register will also be maintained.

The Complaints, Grievance and Appeals Policy and Procedure will be referenced in the Student Handbook and available on the Skill Hire website.

The root cause of all complaints, grievances and appeals is to be investigated and appropriate action taken to prevent reoccurrence.