

## COMPLAINTS PROCEDURE – PR003

### 1. PURPOSE

The purpose of this procedure is to outline the steps for handling complaints received from clients, staff and stakeholders.

### 2. SCOPE

This procedure applies to all complaints that impact on the organisation's management systems, quality of training and assessment, quality of client service and compliance with the AQTF Essential Standards for Registration.

### 3. RESPONSIBILITIES

3.1. All staff are responsible for:

- 3.1.1. The documenting of complaints as per the scope of this procedure.
- 3.1.2. Sending the details of the complaint to the Director (or delegated person)

3.2. The Director (or delegated person) is responsible for:

- 3.2.1. Reviewing the complaints
- 3.2.2. Determining the root cause of the complaint
- 3.2.3. Determining the action, if any, to be taken and recording in the Action Register
- 3.3.4. Implementing the action
- 3.3.5. Following up of the complaint to ensure the complaint has been finalised and that corrective action has been implemented satisfactorily and the client is satisfied.

### 4. PROCEDURE

- 4.1. Staff members receiving the complaint should discuss with the complainant the complaint details to determine if they can implement action that is agreeable to the complainant.
- 4.2. If the staff member resolves the complaint and the nature of the complaint is in regards to the RTO management systems, the quality of training and assessment, the quality of client services or a non-compliance of the AQTF Essential Standards for Registration the staff member should inform the Director (or delegated person) of the details of the complaint and the action implemented.
- 4.3. If the staff member receiving the complaint is unable to resolve the issue with the complainant or the complaint is outside of the staff member's area of responsibility then the staff member should request the complainant to put the complaint in writing to the Director (or delegated person).

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Issue Date	October 2010	Review Date	October 2011	Version	2
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- 4.4. The Director (or delegated person) will review the complaint within five (5) working days and determine the root cause of the complaint, determine the appropriate action, if any, record the actions in the Actions Register and implement the actions.
- 4.5. The Director (or delegated person) will provide a written response within fourteen (14) working days to the complainant of the action taken and the reasons for the decision.
- 4.6. The Director (or delegated person) will review the action to determine its effectiveness and client's satisfaction.

**5. REFERENCES**

Student Handbook  
 PR001 Continuous Improvement Procedure  
 PR006 Records Management Procedure  
 AQTF 2010 Essential Conditions and Standards for Continuing Registration

**6. RECORDS**

Actions Register  
 Complaint files

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