

PRO - Managing Complaints

Purpose

The purpose of this procedure is to provide a process through which any complaints by a client, employee or stakeholder are managed professionally, equitably and in a timely manner.

Scope

This procedure relates to all complaints made in reference to the training and assessment services provided by Flexible Business Learning (FBLearning).

Responsibility

It is the responsibility of the individual to bring to the attention of FBLearning staff and/or contractors any situation or issue that has caused them grievance. All students of FBLearning are required to follow this procedure when making a complaint about the training and/or assessment services provided. All individuals making a complaint are expected to do so professionally and with respect to the person to whom they are presenting their complaint.

It is the responsibility of all FBLearning contractors and employees to receive all complaints professionally and with humility, and to act on the complaint according to the process below in a timely manner. All contractors and employees are required to ensure that the principles of natural justice and fairness are adopted at every stage during the process outlined below.

The Training Manager is responsible for monitoring and reviewing all complaints, and reporting on trends to the CEO and relevant Learning Coaches, to ensure improvements to FBLearning services are made where necessary. The Training Manager is responsible for managing any complaints referred to him/her by FBLearning employees and/or contractors and ensuring that the principles of natural justice are applied during all stages of the process outlined below.

Procedure

The following procedure outlines the process to be followed for either an Informal or a Formal Complaint (definitions can be found at the end of this document).

Whether a complaint is made informally or formally is entirely up to the complainant and whether or not they wish their complaint to be resolved using a formal process. For minor issues that can be fixed easily, an informal complaint would require less paperwork and fixed quickly. For more major issues, or for participants who want to make sure the process is recorded fully, the formal complaint option is available.

All complaints will be kept confidential, and information pertaining to a complaint will only be related to relevant stakeholders. Relevant stakeholders could include: the Learning Coach, other Students, Employees of FBLearning, Employer of the Student. Where possible, the name of the complainant will be omitted from any discussions. All records pertaining to the complaint will be managed according to the *FBLearning Records Management Procedure* and the *FBLearning Privacy Policy*.

1.0 Informal Complaints

- 1.1 An informal complaint can be made in person, on the phone, in writing via email, or any other relevant form of communication

- 1.2 When receiving an informal complaint, the FB Learning employee/contractor will listen to the complaint and inform the complainant:
 - 1.2.1 What action the employee/contractor will take to either immediately fix the problem, or begin the process of fixing the problem. Examples of possible actions are:
 - 1.2.1.1 Speaking with another employee, contractor or participant to gain a better understanding of how to fix the problem
 - 1.2.1.2 Immediately fixing the issue if it is within the power of the employee/contractor to do so
 - 1.2.1.3 Referring the issue to the Training Manager for further investigation
 - 1.2.2 When that action will take place
 - 1.2.3 When they will be contacted again and by whom (if the complainant wishes to be contacted to follow up).
- 1.3 All informal complaints must be recorded by the employee/contractor who took the complaint in the course notes section of the Student Management System (SMS), including what action was taken to resolve the issue.
 - 1.3.1 An informal complaint that raises an opportunity for improving a course or FB Learning process must be recorded by the Learning Coach on the *Learning Coach Course Feedback Form*.
- 1.4 The Training Manager will review all *Learning Coach Course Feedback Forms* according to the *FB Learning Course Feedback Procedure*, and will discuss any opportunities for improvement with stakeholders before recommending if the improvement is to be implemented.
 - 1.4.1 Any improvements will be recorded in a *Record for Improvement* and implemented by the Training Manager in cooperation with FB Learning employees and contractors.

2.0 Formal Complaints

- 2.1 Formal complaints must be made in writing (formal letter or email) and be addressed to the Training Manager, FB Learning.
- 2.2 The complainant is to be contacted with a suggested resolution within 5 working days of the receipt of their formal complaint
- 2.3 All formal complaints will be logged in the *FB Learning Complaints Register*, and all documentation relating to the complaint will be recorded in the client's file according to the *FB Learning Records Management Procedure*.
- 2.4 The Training Manager will:
 - 2.4.1 Contact the CEO if it can be reasonably foreseen that the complaint could result in legal action
 - 2.4.2 Contact any relevant stakeholders to discuss options for resolving the complaint (eg. Learning Coach, Administration Officer and/or Employer)
 - 2.4.3 Contact the complainant if necessary to discuss the complaint and any recommended action to resolve the issue
 - 2.4.4 Implement agreed actions and once resolved respond to the complaint in writing by either a letter or email addressed to the complainant.
- 2.5 The Training Manager will update all course, student and complaint records at relevant steps throughout the process to ensure all relevant parties are informed of progress.
 - 2.5.1 All discussions undertaken during the resolution process must have notes recorded and filed with all other documentation relating to the complaint.
- 2.6 If at any stage the complainant is not happy with the decisions made by the Training Manager, they can make an official appeal in writing to the CEO. This appeal will be addressed by the CEO as outlined in 2.7

2.7 If the Training Manager and the Complainant cannot come to an agreed resolution, the issue will be raised with the CEO, who will review all previous records relating to the complaint and discuss the issue with both parties.

2.7.1 The CEO will negotiate a resolution with the Complainant according to the process followed by the Training Manager (2.3)

2.8 If at any stage the complainant is not happy with the decisions made by the CEO, they can make an official appeal in writing to the CEO, who will continue the complaints process as outlined in 2.9

2.9 If the CEO and the Complainant cannot come to an agreed resolution, a third party will be brought in to assess the situation and negotiate a resolution.

3.0 Reporting

3.1 The Training Manager will analyse the data in the complaints register quarterly and report to the CEO of any trends or significant complaints.

3.1.1 This information will be included in the *RTO Management Quarterly Update* report.

Definitions

Informal Complaint This term is used when a participant wishes to make a complaint, usually over a small matter that can be easily fixed, but does not wish to go through the formal complaint process.

Formal Complaint This term is used when a participant wishes to make a formal complaint, usually over a matter of great importance to them, and wishes the complaint process to be formalized and resolved using a formal process.

Related Documents:

POL - Privacy

POL - Quality

PRO - Course Feedback

PRO - Records Management

PRO - Validation and Moderation

RES - Continuous Improvements Register

RES - Learning Coach Course Feedback Form

RES - Record for Improvement

RES - RTO Management Quarterly Update template

RES - Complaints Register

RES - FB Learning Student Handbook



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