

| | | | | |
|------------------|----------------------------|-----|-----|------|
| Document Number | POL | NAT | INS | 0023 |
| Next Review Date | July 2022 | | | |
| Document Owner | GM- People and Performance | | | |

COMPLAINT & GRIEVANCE HANDLING POLICY

1 Purpose

The purpose of this policy is to provide guidance for the WesTrac Institute's management and handling of a complaint or grievance, to ensure procedural fairness and transparency. The WesTrac Institute endeavours to implement and maintain the delivery of training and services provided to high professional standard according to its policies and procedures. The WesTrac Institute acknowledges that at times complaints or grievances are likely to be made by stakeholders and that our philosophy in managing such reports is a positive opportunity of improvement.

2 Scope

Complaints or grievance management and handling are generally associated with negative feedback or an experience about services, people or a decision which has not been resolved locally. This is an important point to note in understanding that this policy has a broad application and is not simply relevant to complaints that may be made by students. A complaint may be made by a customer about the WesTrac Institute or by the trainer about the conduct of the student.

3 Policy Statements

This policy applies to and may involve issues concerning the conduct and/or the management of a process or event of: WesTrac Institute as an organisation, its trainers/assessors or other Staff; Third party's services provided on the behalf of WesTrac Institute or a student enrolled and/or attending the WesTrac Institute.

3.1 Early resolution of complaints

In all cases, issues that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved. It is often the case that formal complaints or grievances can be avoided by proper communication and respect between all persons involved.

3.2 Relationship to continuous improvement

Often, the complaints handling process will expose weaknesses in the procedural systems. These can flow onto identifying improvements, which are to be recorded and managed in the continuous improvement system. However it must be managed in such a way as to respect the confidentiality of the lodged complaint.

3.3 Making a Complaint or Grievance

Complaints or grievances can be lodged by referencing the process as outlined in the Complaints & Grievance Handling Procedure.

4 Further Information

All employees, contractors and students who require further information or need clarification of anything contained in this Policy should contact the WesTrac Institute Manager.

POLICY

| | | | | |
|------------------|----------------------------|-----|-----|------|
| Document Number | POL | NAT | INS | 0023 |
| Next Review Date | July 2022 | | | |
| Document Owner | GM- People and Performance | | | |

5 Accountabilities

| | |
|---------------------------|---|
| Compliance to policy | All WesTrac Institute Employees and Students |
| Implementation & Review | WesTrac Institute Managers |
| Approval of Policy | General Manager – People and Performance |
| Monitoring | Compliance Advisor |
| Interpretation and Advice | WesTrac Institute Managers & Compliance Advisor |

6 Related Documents

This Policy should be read in conjunction with the WesTrac Institute Policies and Procedures, along with WesTrac Institute Forms and Documents.

This policy should be read in conjunction with the following legislative or compliance guidelines (if required):

| Title | Description |
|--|--|
| Standards for Registered Training Organisations (RTO) 2015 | ASQA has developed this Standards Guide to assist RTOs to understand their obligations under the revised <i>Standards for Registered Training Organisations (RTO) 2015</i> |
| Australian Qualification Framework (AQF) | Australian Qualification Framework (AQF) |
| Smart and Skilled Contract Terms and Conditions | Funding contract terms and conditions for Training Services NSW |

| Document Number | Title |
|------------------|--|
| PCD-NAT-INS-0013 | Complaint and Grievance Handling Procedure |
| FTT-NAT-INS-0015 | Complaint / Grievance and Assessment Appeal Form |
| FTT-NAT-INS-0016 | Complaint / Grievance and Assessment Appeal Register |

7 Definitions and Abbreviations

The following definitions and abbreviations are used throughout this Policy:

| Term | Definition |
|-------------|---|
| RTO | Registered Training Organisations |
| ASQA | Australian Skills Quality Authority |
| Stakeholder | Any person/party with a direct interest in the training service provide by the WesTrac Institute |
| Decision | Relates to all decisions other than those in an assessment situation. These instances are managed by the Assessment Appeal Policy and Procedure |

8 Document Amendment History

POLICY

| | | | | |
|------------------|----------------------------|-----|-----|------|
| Document Number | POL | NAT | INS | 0023 |
| Next Review Date | July 2022 | | | |
| Document Owner | GM- People and Performance | | | |

| Revision | Date | Description | Prepared By | Reviewed By | Approved By |
|----------|------------|---------------------------|-------------|-------------|-------------|
| 1.0 | 19/05/2017 | Created, Ready for review | RW | MM & SP | MM & SP |