

Client Complaints Policy

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| Category: Strategic Services/Governance/Policies | Procedure Ref No.: HOPO112 | Approved By: GM |
| Applies To: All Divisions | Position Responsible for Review: General Manager | Date of Approval: 30/05/2016 |

Purpose

As a company we recognise the importance of investigating client enquiries on every level and keeping all parties well informed of the process and outcomes. In doing this it is required that we determine whether the enquiry is in fact an enquiry, a complaint or an assessment appeal against a decision made by the company. It is important that all enquiries, complaints and appeals are managed in a timely manner. Where possible they must be managed within a 24 hour time frame, and if not, it is imperative the person making the enquiry, complaint or appeal is kept informed of the status of their enquiry, complaint or appeal.

Management of an Enquiry

An enquiry is deemed to be a request for information which should be handled by the relevant area. The enquiry is to be answered within 24 hours by the relevant department. Where an enquiry is managed within the required timeframe it does not need to be recorded on a Complaint – Feedback & Improvement Form (HOFM213). An example of an enquiry - student requesting a new log book.

Management of a Complaint

A complaint is deemed to be when a customer is dissatisfied with the service provided.

If the complaint is complex, the maximum period to resolve the problem is two (2) weeks however the complainant must be kept informed of the situation throughout the two (2) week period, with an initial response within 24 hours outlining how the matter will proceed and the expected outcomes. On finalisation the complainant must be advised of the outcome. An example of a complaint is a student advising that he has had to phone three times to request a new log book and he still hasn't received it.

A copy of all complaints received in writing should be forwarded to the General Manager's attention. Response to written complaints should be in writing.

Management of Appeals

If a student does not agree with assessment results he or she has received, the student may appeal the assessment within seven (7) days. The student must put the appeal in writing to include the date and time of the assessment, the name of the Training Officer, the competency / module code and name and details of why he or she does not agree with the assessment outcome. All assessment appeals will be investigated by the General Manager.

The General Manager will instigate a review of the assessment, which will be carried out by an appropriately qualified person who will be independent to the assessment in question.

If the appeal is complex, the maximum period to resolve the problem is two (2) weeks however the complainant must be kept informed of the situation throughout the two (2) week period, with an initial response within 24 hours outlining how the matter will proceed and the expected outcomes. On finalisation the complainant must be advised of the outcome.

For implementation of this policy, reference should be made to the Complaint, Feedback and System Improvement Procedure (HOQP209) and Assessment Appeals Procedure (HOQP201).

In the event that the student is not satisfied with the result of the review, the case may be referred to the State Training Authority – DET (Department of Education and Training) using the Complaint – Feedback & Improvement Form (HOFM213).