

Complaints Handling Policy Number: P005

Policy Number	P005
Version	2
Policy Name	Complaints Handling Policy
Compliance Standards	5.1, 5.2, 6.1 and 6.2
Date Created	08/04/03
Approved By	CEO under delegation
Date Revised	01/02/19
Next Revision Date	01/02/21
Related Policies	
Supporting Documents	Complaint Form; Trainer Evaluation Form; Course Evaluation Form

Background

The Board of *SkillsLink Training* has sought to provide a fair and well researched policy to deal with complaints and allegations. As the College falls under the governance of the Adult and Community Education Unit in the Department of Education and Communities (DEC), it was decided that the current policy developed by DEC met the Committee’s approach and requirements to the management of complaints and allegations.

The approach of the policy is described as follows.

A professional response to complaints leads to improvements and creates confidence in the outcome.

Complaints, as well as compliments and other constructive feedback, create opportunities for an organisation to improve its services and prevent future problems.

The DEC *Complaints Handling Policy* sets out the framework for that professional response. It requires staff to use professional judgment and a balanced consideration of the rights and needs of the parties. It encourages systems improvement to prevent recurrence of problems.

These procedures emphasise the necessity of dealing with complaints in terms of the potential seriousness of the complaint rather than on the basis of the category of the person who made the complaint. This means that aggrieved staff, students or community members will be treated on equal terms.

Making a Complaint

Complaints, suggestions and other feedback from the people who use the College services are welcomed. They help staff to meet expectations, remedy problems and improve systems. The concerns of employees are also important.

A suggestion or complaint can be lodged by any person who is a user or potential user of College services including student, a parent or caregiver, an employer or other community member, any staff member, contractor or volunteer.

The complaint can be about any aspect of the service provided or not provided, the behaviour or decisions of other staff, or about workplace practices, policies or procedures.

All minor complaint and disputes should be resolved promptly and without using formal procedures. Whenever possible, informal resolution should be attempted first in all matters assessed as less serious.

The [DEC Complaints Handling Policy Guidelines](#) detail the formal procedures to be used in those situations where it is not appropriate or not possible to resolve a matter informally.

Prior to making a complaint the person should raise their concern with the relevant staff member at an appropriate time and place, and seek resolution.

A complaint can be made orally or in writing. If oral, it may need to be put in writing and assistance will be provided if needed.

Smart and Skills Customer Protection Policy

SkillsLink Training has a Customer Protection Policy in place as contractually required under Smart and Skilled. This includes the following procedures:

PROCEDURE:

- Every attempt will be made to resolve any student complaints using the Complaints Policy.
- Any complaint or grievance will be actioned as part of our commitment to Continuous Improvement. On notification of a complaint or grievance procedures will be followed as per the Complaint Policy.
- The Training Manager will be the designated Customer Protection Officer. Their role will be to handle all complaints and grievances and to ensure Consumer Protection contractual compliance with the Smart and Skilled Guidelines.
- The contact details of the Customer Protection Officer are as follows:

Pat Foley, Ph: 6583 7288, email: pat.foley@skillslinktraining.com.au

- If a student feels matters are unresolved to their satisfaction and wish to inform a third party, they should contact the NSW Department of Education and Communities Consumer Protection Unit for Students. They can do so at:
<https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>

Complaints are logged in the Complaints Register by the person receiving the complaint.

Steps in resolution

1. Matter resolved at first point of contact (orally or written) and outcome is recorded in the Complaints Register.
2. If the matter is not resolved in the first instance, then further action is noted and forwarded to the CEO.
3. If the matter is a complaint against the CEO, then it is referred to the President of the Board.

Letters to CEO

Where a person writes to the CEO or Board with a complaint or allegation, it will be assessed and the appropriate procedure identified. The addressee of the letter (or their representative) will determine the appropriate officer to whom to refer the letter for response. That person will identify the appropriate step to commence action.

Current Copy of the Policy

It is recommended that the most recent copy of the policy be downloaded from the DEC website to ensure the most up-to-date version is in use.

https://www.det.nsw.edu.au/policies/general_man/complaints/resp_sugg/PD20020051.shtml