

Complaints Policy

1. Purpose

JSW Training & Community Services (JSW) is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, JSW is required to have a policy and processes in place to manage and respond to allegations involving the conduct of staff, learners and third party training and assessment providers who provide services on behalf of JSW.

This policy is based on providing and maintaining training and assessment services that are fair and reasonable and afford a forum where issues or inadequacies can be raised and resolved. This process provides opportunity for complaints to be recorded, acknowledged and dealt with in a fair, efficient and effective manner.

The object of this policy is to ensure that JSW staff act in a professional manner at all times. This policy provides clients with a clear process to register a complaint. It ensures all parties involved are kept informed of the resulting actions and outcomes.

2. Policy Statement

JSW acknowledges the clients' right to lodge a complaint when they are dissatisfied with the training and /or assessment services and experiences that they have been provided by JSW.

JSW will ensure that clients have access to a fair and equitable process for expressing complaints, and that JSW will manage the complaint with fairness and equity.

In doing so, JSW:

- a) has written procedures in place for collecting and managing complaints in a constructive and timely manner;
- b) ensure that these procedures are communicated to all staff, third party partners and clients;
- c) ensure that all necessary documentation and resources are in place to enable clients to submit a complaint;
- d) ensure that each complaint and its outcome is recorded in writing;
- e) ensure customer complaints and their outcomes are fed into continuous improvement initiatives.

3. Definitions

Third party means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.

4. Policy Principles

In managing complaints, JSW will ensure that:

- a) All clients have the right to express a concern or problem and/or lodge a complaint.
- b) The complaints policy is publicly available on the JSW website.

- c) Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially. All complaints are acknowledged in writing and finalised as soon as practicable.
- d) The principles of natural justice and procedural fairness are adopted at every stage of the complaint process.
- e) All complaints progress and outcomes are entered into the Complaints Register and the complainant is advised in writing of the outcome.
- f) If the complaint will take in excess of 60 calendar days to finalise JSW will inform the complainant in writing providing the reasons why more than 60 calendar days are required.
- g) Final decisions will be made by the CEO of JSW or delegate.
- h) If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third party review will be advised to the complainant.

6. JSW Training & Community Services Responsibilities

The CEO of JSW is the Complaints Resolution Officer. The CEO may delegate responsibility for the resolution of the complaint if necessary.

7. Process

If a client has a complaint, they are encouraged to speak immediately to a JSW staff member.

If the complainant is not satisfied that the issue has been resolved they will be asked to complete a '**Complaints Lodgement Form**'. JSW will then investigate the complaint and advise the complainant of the outcome.

If the complainant is not satisfied with the outcome they may write to the CEO, setting out in detail the issue of concern. This may lead to occasions where an industry-training representative may be invited to act as an objective party in order to negotiate a satisfactory resolution.

All complaints shall follow the below process:

- a) Complaints will be processed in accordance with the Complaints flowchart - Annex A.

8. Records Management

All complaints paperwork is scanned and kept with the Complaints Register.

9. Continuous Improvement

General Manager and Senior Trainer are to ensure that the assessment tools, policy and procedures relating to any substantiated complaints are reviewed and progressed through continuous improvement processes, as appropriate.

ANNEX A: Complaints Process

