

Complaints Procedures

STEP 1 – Initial Review of Complaint

No.	Who	Actions
1.1	Client	a) Raises the concern with JSW staff.
1.2	Staff	a) Attempt to resolve the complaint immediately.
1.3	Staff	a) If the matter is successfully resolved, no further action required.

STEP 2 – Lodgement of Complaint

No.	Who	Actions
2.1	Client	a) If the matter is not resolved, advise client of their right to make a formal complaint referring them to the Complaints Policy. b) Provide client with access to the ' Complaints Lodgement Form '. c) Lodges a complaint in writing using the ' Complaints Lodgement form '.
2.2	Student Services Officer	a) Enter details of complaint into Complaints Register. b) Note actions on ' Complaints Lodgement Form '. c) Acknowledge receipt of the claim, in writing, to the complainant within two (2) working days, this may be via email or letter. d) Enter details into the Complaints Register and keep updated through this process. e) Keep all documentation in a complaints file, which will remain in place until the complaint is resolved. After which time all complaints documentation will be scanned and saved with the Complaints Register. f) Provide all documentation to JSW CEO for action.

STEP 3 – Processing the Complaint

No.	Who	Actions
3.1	CEO or delegate	a) Review, investigate and mediate to resolve the complaint within seven (7) days. Actions which may be taken include, but are not limited to: i. Discussing the facts of the complaint with the complainant. ii. Where appropriate and applicable, discuss the complaint with the respondent giving details of the complaint and complainant, giving cause to procedural fairness. iii. Where appropriate and applicable, encourage and facilitate the disputants to engage in mediation on an informal level. iv. Interview all parties individually, including any witnesses. v. Conduct interviews privately and confidentially vi. Where applicable, report the outcome of the meeting with the respondent to the complainant. vii. Seek preferred outcome from each of the parties.
3.2	CEO or delegate	a) Determine a resolution to resolve the complaint, within JSW policies. b) Advise CEO or General Manager of outcome.
3.3	Student Services Officer	a) Advise all parties of the outcome of the complaint in writing, within five (5) working days and seek confirmation of satisfaction. b) If client is dissatisfied with outcome, advise the client of their right to further progress the appeal through an independent third party and associated costs.. (Go to Step 5)

STEP 4 – Finalising the Complaint

No.	Who	Actions
4.1	JSW Amin	a) Scan all documentation into the Complaints Register folder. b) Close the complaints file.

STEP 5 – Referral to Independent Third Party

No.	Who	Actions
5.1	CEO or delegate	a) Contact and engage Independent Third Party for a review of the complaint, providing all relevant documentation.
5.2	Independent Third Party	a) Review, investigate and mediate the complaint with all relevant parties and make a ruling. b) Prepare a formal written report on the investigation, providing a copy to both CEO and complainant. c) JSW will abide by any resolutions as recommended by the Independent Third Party.
5.3	CEO or delegate	a) Advise Student Services Officer of outcome.
5.4	JSW Admin	b) Advise all parties of the outcome of the complaint in writing, within five (5) working days. c) (Go to Step 4.1)

STEP 6 – Continuous Improvement

No.	Who	Actions
6.1	General Manager / Senior Trainer	a) Ensure that the assessment tools, policy and procedures relating to any substantiated appeal is reviewed and progressed through continuous improvement processes, as appropriate and document.