



### Background

This Policy and Procedure is in place to ensure compliance with Standard 6 of the 'Standards for Registered Training Organisations (RTOs) 2015' and to ensure a fair complaints and appeals process. The intent of the Policy is to manage and respond to allegations involving the conduct of Camden Haven Community College, RTO 90018, its trainers, assessors and other staff, third parties providing services on the RTO 90018's behalf and learners of RTO 90018.

### Policy

- Camden Haven Community College will provide high quality training, assessment, courses and services and will regularly review them to ensure that all parties are satisfied with the quality of the service we provide.
- Camden Haven Community College will respond to all complaints promptly and courteously.
- Complaints and disputes will be handled at no charge to the customer.
- All staff will receive appropriate training in the handling of complaints.
- Complaint handling procedures will be easy to understand and accessible to all, and will be available to customers at the point of service delivery
- Complaints information will be used to identify and rectify systemic and recurring problems.
- Procedures will be reviewed regularly to ensure that they are effective.
- In dealing with complaints, Camden Haven Community College will uphold the principles of fairness and good practice

### Procedure

- Complaints /disputes and their outcomes will be recorded.
- Complaints and requests for an appeal will be acknowledged in writing and finalised as soon as practicable.
- In the first instance, attempts will be made to resolve the issue informally, at the level it occurred.
- All complaints and disputes which are not resolved immediately by the person receiving them will be referred promptly to the Manager.
- The Manager may decide to delegate the complaint resolution to the Program Manager or other suitable person in the first instance.
- The Manager, or delegated person of responsibility, mediates to resolve the situation with all parties involved.
- If the complaint/dispute remains unresolved, the Manager may recommend the matter be referred to the governing body, the Committee, with the following process:
  - The complainant may write a letter outlining the complaint to the President of the Committee, addressed to the College, to be passed on to the President by the Manager.
  - The President will acknowledge receipt of the complaint in writing and advise the issue will be brought to the next Camden Haven Community College Inc Committee meeting.
  - The consumer's written complaint will be considered at the first Committee meeting after receipt of the complaint.
  - The consumer will be notified in writing by the President, of the decision of the Committee in regard to the complaint.
- Appeals made against decisions by Camden Haven Community College may be referred to an independent person or panel, with proven mediation negotiation skills and/or industry expertise.

PREPARED/REVIEWED BY	J Troup	J Troup	J Troup	J Troup	J Troup	C'lee	J Troup
DATE	May 2002	May 2006	April 2012	Mar 2015	Sept 2017	Oct-Dec 2017	Aug 2020
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## Complaints Policy & Procedure

- Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO:
  - Informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and
  - Regularly updates the complainant or appellant on the progress of the matter.
- The appellant is given the opportunity to formally present their case and is provided with a written statement of outcome of their appeal and the reasons for the decision.

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