

COMPLAINTS HANDLING

1. PURPOSE

ICG Training and Consultancy Services Pty Ltd (ICG) understand our obligation to protect the rights of students and we are committed to managing and responding to allegations involving the conduct of our marketing, administration and training and assessment processes, trainers, assessors or other staff or students and third parties who deliver or market or recruit on our behalf.

This policy outlines our approach to managing complaints and ensuring complainants are aware of the steps to take to have their dissatisfaction addressed appropriately. It provides an avenue for all complaints to be addressed in a fair, efficient and confidential manner.

All complaints will be treated as an opportunity for improvement and contribute to our Quality Assurance and continuous Improvement Strategies.

2. SCOPE

This policy forms part of ICG’s Quality Management System and applies to all students, prospective students, employers, partnering organisations and all ICG staff.

3. POLICY STATEMENT

ICG recognise that conflicts, disputes, and complaints will occur within the training environment between individuals and groups. We acknowledge the stakeholder’s right to lodge a complaint when they are dissatisfied with the services and experiences that they have been provided.

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

ICG will:

- Promote a culture that views complaints as an opportunity to improve operations.
- Address each complaint in an objective, equitable and impartial manner.
- Manage complaints in accordance with the principles of procedural fairness, ensure that complaints are resolved promptly, sensitively and in complete confidentiality.
- Ensure that the views of each complainant are respected and that any party to a complaint is not adversely affected.
- Ensure that complaints about ICG staff are managed by someone other than the person to whom the complaint is made.

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<i>Person Responsible:</i>	CEO	<i>Next Revision Date:</i>	1/08/2025

- Ensure that there is a consistent response to complaints.

ICG will:

- Inform each person of their right to complain and work with the person, their families and carer to try and resolve the issue.
- Provide a safe environment for each person to make a complaint.
- Ensure that there are no negative consequences or retribution for any person who makes a complaint.
- Support participation in the complaint handling process of any person wanting to make a complaint and work with the person to identify the desired goal.
- Treat each person making a complaint in a manner that protects their privacy and respects confidentiality.
- Provide fair and timely resolution of complaints.
- Keep each person informed at all stages of the decision-making process concerning their complaint and the reasons for those decisions.
- Inform each person of their right to complain to an external body.
- Define what complaints can be handled under this Policy Procedure.
- Ensure concerns and complaints are handled impartially, justly, confidentially and with the appropriate sensitivity.
- Define the responsibilities and rights of all parties.
- Respond to its changing environment and adapt any systems, processes and approaches that may be identified as an issue as part of any complaint or complaint process.

Students may express their complaints:

- a) In writing using the ***Complaints Lodgement Form***.
- b) Verbally, either in person or over the telephone.
- c) Through comments and feedback on surveys, evaluation forms and appraisal forms.
- d) Via a Freedom of Information request.

A complaint can be provided verbally to ICG staff; however, a complaint is to be made in writing using the ***Complaints Lodgement Form*** for an objective and fair investigation to be conducted. All written complaints are to be emailed to the ICG Administration Staff where they will be forwarded to the Managing Director for acknowledgement and action. Whereby the complaint is made against the Managing

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Director (whether as the trainer/assessor or in the role of Managing Director), the Managing Director’s Delegate will be the person to receive and investigate the complaint.

Complaints will be handled confidentially, fairly, and justly in a consistent manner, and with the understanding that the complaint process should not disadvantage the complainant.

4. PROCEDURES

4.1 Making a Complaint - Acknowledgement

- a) The Managing Director/Managing Director’s delegate will acknowledge the written complaint by return email within two (2) working days of receipt. Suitable senior personnel will be appointed as a contact person and to commence the investigation.

4.2 Investigation

- a) During the investigation of the complaint the appointed person will:
 - i. Contact the complainant to discuss the complaint and to determine the most appropriate action.
 - ii. Investigate the complaint with relevant personnel, recording details of the findings.
 - iii. Review all the information provided.
 - iv. Recommend a resolution and discuss it with the complainant.

4.3 Reporting

- a) The complainant will be advised of the outcome within two (2) working days of the investigation being finalised. The findings of the investigation will be recorded in the *Complaints and Appeals Register* and against the student’s profile (if relevant).
- b) Where we consider more than 60 calendar days are required to process and finalise a complaint, we will inform the complainant in writing, explaining the reasons of the duration and ensure regular updates are provided on the progress of the matter.

4.4 Dispute

- a) If the complainant is dissatisfied with the outcome of the investigation, concerns can be raised with the Managing Director/Managing Director’s Delegate directly. Any dispute must be made in writing within two (2) working days.

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4.5 Record Keeping

- a) ICG will maintain records of all complaints and their outcomes in local hard drives.
- b) Complaints will be documented in the *Complaints and Appeals Register* and reviewed as part of our commitment to continuous improvement.

4.6 Monitoring and Review

- a) Complaints will be monitored and reviewed regularly to identify potential causes. Regularities and common causes will be recorded on the *Continuous Improvement Register* and appropriate corrective action will be taken to eliminate or mitigate reoccurrence.

4.7 Escalation

- a) If in the instance of a complaint or appeal not being resolved by the above processes, the complainant will also be informed of other avenues of complaint. These include:
 - i. The Office Fair Trading for complaints regarding non-training issues such as disputes over refunds or charges.
 - ii. The Australian Skills Quality Authority (ASQA) is the national regulator of training and assessment delivery – www.asqa.gov.au
 - Relevant State/Territory workplace health and safety regulator is the point of contact for any Work Health and Safety issue
 - iii. The relevant State/Territory Training Authority

5. VARIATIONS

ICG reserves the right to vary, replace or terminate this policy from time to time.

6. DEFINITIONS

As defined in the Quality Management Strategy.

7. RELATED DOCUMENTS

- Complaints Lodgement Form.
- Assessment Appeals Policy Procedure.
- Assessment Appeal Review Form.
- Complaints and Appeals Register.
- Consumer Protection Policy Procedure.
- Continuous Improvement Register.

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