

## 1. Purpose

---

The purpose of this policy is to provide for the appropriate handling of complaints. College Australia is committed to providing a fair and transparent complaint handling process.

## 2. Aim

---

College Australia is committed to ensuring all negative feedback is dealt with fairly and equitably.

This policy applies to and may involve issues concerning the conduct of:

- College Australia as an organisation, its trainers, assessors or other staff;
- Third party services provided on behalf of College Australia, its trainers, assessors, or other staff; or
- A learner of College Australia

## 3. Policy Principles

---

### Definition

A complaint is generally negative feedback about services or people which has not been resolved locally.

This is an important point to note in understanding that this policy has a broad application and is not simply relevant to complaints that may be made by learners. A complaint may be made by an employer about College Australia or by the trainer about the conduct of the learner. Throughout this policy we refer to the person making a complaint as simply the complainant.

### Early Resolution of Complaints

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved. It is often the case that complaints can be avoided by proper communication and respect between persons involved.

### Relationship to Continuous Improvement

Frequently, the complaints handling process will explore weakness in the training and assessment or administrative system that can flow into the continuous improvement system as opportunities for improvement. This outcome of complaints handling is very positive and should be actively applied by all persons involved. It is for this reason that complaints received from stakeholders should be seen in a positive light and as opportunities for improvement.

### Making a Complaint

A complaint may be received by College Australia in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person.

The complaints policy must be publicly available. This means that the complaints policy and procedure must be published on the College Australia website.

To make a complaint, the person is recommended to complete the College Australia – Complaint Form. This form is available via our website or can be obtained from the College Australia office.

The completed complaint form is to be submitted to the Business Manager either in hard copy or electronically via the following contact details:

Shop 4, 126 Scarborough Street

SOUTHPORT QLD 4215

[info@collegeaustralia.edu.au](mailto:info@collegeaustralia.edu.au)

If a complainant has any difficulty assessing the required form or submitting the complaint to College Australia, they are advised to contact College Australia immediately at the following phone number:

07 3255 0506

### Complaint Handling Timeframe

- Written acknowledgement by College Australia no later than 24 hours from the time the complaint is received. This acknowledgement is intended to provide the complainant assurance that College Australia has received the complaint and will review the relevant issues and provide a response as soon as practical. The acknowledgement must inform the person that they will receive a written response.
- The handling of a complaint is to commence within seven (7) working days of the lodgement of the complaint and all reasonable measures are taken to finalise the process as soon as practicable.
- A written response must be provided to the complainant within fourteen (14) working days of the lodgement of the complaint.

### Principles of Natural Justice and Procedural Fairness

A complainant is to be provided an opportunity to formally present his or her case at no cost. The principles of Natural Justice and Procedural Fairness must be incorporated into the complaint handling process to ensure that decision-making is fair and reasonable. Natural justice must be observed when it affects the rights, interests, or legitimate expectations of individuals.

College Australia also has an obligation to fully consider the substance of allegations and the response provided by parties before making a decision. Decisions must be communicated to the complainant and relevant person's subject of allegations in writing. This is to include advising these persons of their right to seek a third-party review of decisions made by College Australia.

### Unresolved Complaints

Once the complaint handling process has concluded; where the person making a complaint remains not satisfied with the outcome of the complaint handling procedure, the person is to be advised that they have the right to refer the matter to any external authority/agency that may be relevant to their complaint.

The following external agencies are nominated in the first instance as relevant points of referral the person may consider:

- In relation to consumer related issues, the person may refer their complaint to the Office of Fair Trading.



- In relation to the delivery of training and assessment services, the person may refer their complaint to the National Training Complaints Service via the following phone number: 13 38 73 or visit the website at <https://www.education.gov.au/NTCH>
- In relation to matters relating to privacy, the person may refer their complaint to the Office of the Australian Information Commissioner via the following details:  
<https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint> or call on 1300 363 992

## 4. College Australia Responsibilities

---

The College Australia Managing Director is responsible for ensuring compliance with this policy. Appropriate delegate of College Australia will process complaints according to the College Australia Complaints Procedure.

## 5. Monitoring and Improvement

---

All Complaints Handling processes monitored by the College Australia Managing Director and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

## 6. Related Documents

---

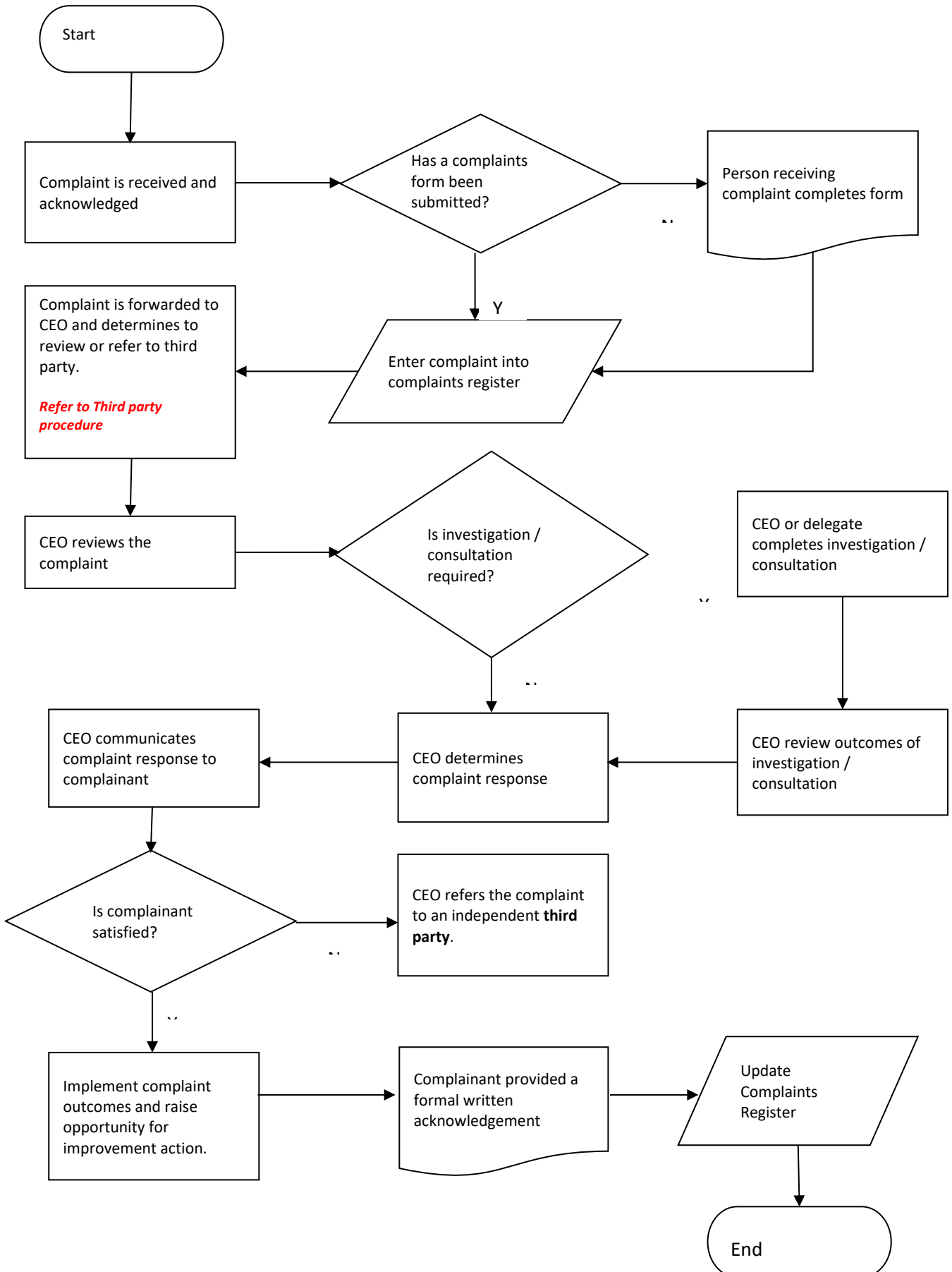
### Policies

- Discrimination & Harassment Policy
- Continuous Improvement Policy
- Complaints Handling Process
- Third Party Review Process

### Forms

- Complaint Form

## Complaints Handling Process



## Third Party Review Process

