Complaints and Grievances Policy
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Overview

This document details Leadership Success’s policy and procedures regarding the handling of complaints and grievances. Leadership Success is committed to procedures that address problems effectively, efficiently, professionally and confidentially.

The principles of access and equity and compliance with relevant legislation were considered in the development of this policy.

Definitions

Grievance or Complaint

Dissatisfaction with the procedures, outcomes or the quality of service provided by the employees or agents of Leadership Success in relation to the following:

✓ training delivery
✓ training/competency assessment, including recognition of prior learning
✓ issuing of results, certificates and/or statements of attainment
✓ any other activities associated with the delivery of employment and training services
✓ discrimination, sexual harassment, bullying or similar conduct

A grievance is deemed to be a formal grievance when it is made in writing to any employee of Leadership Success.

Grievance Committee

A grievance committee shall comprise at least three of the following people, noting that the complainant and the subject of the complaint (if it relates to the action or inaction of a person) are ineligible to participate in the appeals committee set up to consider that particular complaint:

1. An independent representative of Leadership Success;
2. A representative of the trainee or student;
3. A representative of the host employer;
4. An independent person, such as an employee of another Registered Training Organisation or an employee from an Australian Apprenticeship Centre.
Minimum Requirements

The following are the minimum requirements to effectively and fairly handle a complaint or grievance:

- a copy of the grievance procedure shall be provided to all stakeholders
- all grievances shall be heard by an independent person or panel
- all grievances shall be handled confidentially
- all parties shall be properly informed of the processes
- complainants shall be provided with the opportunity to present his or her case
- all grievances shall be managed fairly and equitably
- all grievances shall be recorded in writing
- complainants shall be provided with a written statement of the outcomes
- Leadership Success shall endeavour to resolve any grievance within ten working days of its receipt

Leadership Success will encourage the parties to approach a grievance with an open view and attempt to resolve issues through discussion and conciliation. Where a grievance cannot be resolved through discussion and conciliation Leadership Success acknowledges the need for an appropriate external and independent agent to mediate between parties.

Complaint and Grievance Procedure

1. The complainant lodges the grievance in writing with any employee of Leadership Success.
2. The employee with whom the grievance is lodged shall deliver it to the CEO.
3. Within five working days of receiving the complaint, the CEO of Leadership Success will inform the complaint of the investigation processes which will include a meeting with the complainant; his/her findings and the resolution strategies proposed.
4. The CEO of Leadership Success will take appropriate action to resolve all substantiated complaints by implementing the strategies agreed to by all parties.
5. Should the complainant wish to appeal the finding and resolution decision, The CEO will convene another meeting with the complainant as soon as is practical to review the process and procedures and either confirm the original findings or make revised findings and suggest strategies to resolve the issue. The CEO will then provide a written explanation of his/her decision/s regarding the appeal made to him/her.
6. If the matter still cannot be resolved, Leadership Success shall arrange for the complaint to be reviewed by a grievance committee and Leadership Success will accept the findings of the grievance committee and implement the recommendations made as a result of the independent review.

7. A person making a complaint may contact an external agency for advice, help or to act as their advocate at any stage of the procedure.

8. Should a complainant remain dissatisfied with the resolution of their complaint and the appeal process, Leadership Success will arrange for their complaint to be forwarded to the Australian Skills Quality Authority (AQSA) for further investigation. Leadership Success will abide by the decision made by ASQA relevant to the complaint.

9. If you are unable to resolve your complaint with the training organisation then you should make contact with the relevant authority listed below:

Complaints team  
Australian Skills Quality Authority  
GPO Box 9928  
Melbourne VIC 3001  
P: 1300 701 801  
E: complaintsteam@asqa.gov.au

Documentation and Record Keeping

It is the responsibility of the CEO to maintain written records in a secure location of the following:

- The original complaint form lodged by the complainant
- All written notes from all stages of the grievance process
- A copy of the written statement of outcomes provided to the complainant
- Any other relevant documentation

Records shall be kept for five years. All information remains confidential.