

Purpose

Career Training Institute is committed to providing quality training programs and achieving a high standard in all areas of operation. Accordingly, this policy should be seen as complementing and consistent with other policies and procedures.

Scope

This policy applies to any student, staff member or external stakeholder with a grievance against the RTO.

Aims

- To ensure that any person with a grievance has a process to lodge a complaint or appeal
- To respond to complaints and appeals efficiently, ensuring that outcomes are consistent, fair and just
- To use information collected from the complaints and appeals process to help facilitate continuous improvement.

Policy statement

Career Training Institute acknowledges the importance of establishing a transparent and consistent process for managing and responding to complaints and appeals. All complaints and appeals will be managed using the procedure for complaints and appeals in conjunction with other relevant policies and procedures.

It is recognised that complaints and appeals may be minor or major in nature. The policy applies to complaints and appeals of staff members and clients/students. In certain circumstances this procedure may be used to deal with an external stakeholder somehow involved in the training program.

Complaints/appeals should be directed to the RTO Manager. In the case where the complaint is against the RTO Manager, then this complaint should be submitted to the CEO.

Strict confidentiality will be maintained in all matters relating to a complaint or appeal. Information will be provided to relevant and appropriate parties only if necessary. Persons with a grievance will not be named as far as possible.

A written record of all official complaints will be filed.

Complaints and appeals records will be used to help facilitate continuous improvement.

Related documentation

Procedure – Complaints and appeals

Relevant policies and procedures