

Background:

This policy is intended to draw attention to clients' satisfaction or dissatisfaction with Recognition First's delivery of services. This policy ensures the collection and analysis of data for continuous improvement. This policy and procedure is available to be utilised by all stakeholders including, but not limited to; learners, parents, industry personnel, employees, or members of the community.

Policy Statement:

Recognition First is committed to managing and resolving complaints made by its clients in an efficient and effective manner. Complaints by definition are expressions of dissatisfaction with services, facilities, policies and procedures. Whilst it is recognised that Recognition First cannot guarantee that all customers will be completely satisfied with all areas under its control, we respect each individual's right to make complaints.

Recognition First will manage and respond to allegations involving the conduct of:

- a. Recognition First, our trainers, assessors or other staff
- b. A third party providing services on our behalf, our trainers, assessors or other staff or
- c. A learner of Recognition First

Procedure:

Our complaints handling process aims to:

1. Provide a mechanism for clients (learners) to have complaints addressed efficiently and effectively
2. Demonstrate compliance with Standards for Registered Training Organisations (RTOs) 2015 Standard 6 Clause 6.1, and 6.3 – 6.5.
3. Collect and analyse data to help us to identify and rectify weaknesses in our services and products through our continuous improvement processes.

Written records are kept of every complaint. A Complaints Register will be maintained that includes summary data and assists in the tracking and management of complaints.

Complaints cover a wide range of concerns from suggestions for improvements to serious allegations of illegal action. Anonymous complaints will only be investigated where they concern serious matters and enough information is available to enable an investigation.

Recognition first will act upon the subject of any complaint found to be substantiated. Due to the nature of the Complaints Process there are no definitive timelines for resolution as there may a positive outcome for the client at various points throughout the process. As a guide the Complaints Process should take no longer than 30 days from receipt of the complaint form to recording the complaint data for reporting and improvement processes.

Related Standards:

- Standards for Registered Training Organisations (RTOs) 2015

Related Documents:

- Client Complaints Form Version 4B

Complaints Policy

Complaints Process:

