



TRAINING

Policy

Participant Complaints

Document Control			
Delegated Authority:	<i>Tim Ferrari</i>	Position:	<i>General Manager, Training</i>
Authorised:		Date:	
Maintained by:	<i>National Audit and Compliance Manager</i>		
Version:	<i>1.0</i>	Date:	<i>April 2017</i>
Location:	QMS → <i>Participant Engagement</i> → <i>Complaints</i>		

ASSUMPTIONS

The Housing Industry Association Ltd is a registered training organisation. HIA Training is a division of the Housing Industry Association delivering accredited training and assessment services under the regulation of the Australian Skills Quality Authority (ASQA).

Where the words “we”, “our” or “us” have been used in this document they can be assumed to mean the above legal or departmental name.

Our policies exist to provide guidance on the behaviour, obligations, responsibilities and culture of our business.

PURPOSE

This policy provides guidance on the fair, equitable and accountable processing of complaints. Adherence to this policy will ensure that all complaints are handled consistently, in a timely manner and are adequately documented.

POLICY

We understand that from time to time a person may be unhappy with a product or service that we have provided and they have a right to have their complaint heard.

We will handle all complaints with respect for the rights of the individual and without bias.

SCOPE

This Policy applies to our participants.

DELEGATION

This Policy and Procedure is owned by the CEO of Housing Industry Association. Responsibility for ensuring adherence to this Policy and Procedure has been delegated to the General Manager of Training.

PRINCIPLES

The following principles apply to this Policy:

- All participants have the right to raise any complaints or grievances without fear of retribution or threat to continuation of service
- All complaints will be given due consideration with the primary objective of the complaints process being to find an immediate solution which is agreed to by all parties
- Complaints handling and resolution process is participant focused and helps us to prevent complaints from recurring
- Every effort is made to ensure that complaints are resolved promptly, objectively and with sensitivity and complete confidentiality
- The views of each complainant are respected and all parties to a complaint are free from discrimination and victimisation
- We recognise and support the right of the participant to seek the assistance of an external organisation to resolve the complaint
- Written records will be kept of all complaints and maintained in the participant's file and the Complaints Register
- If any complainant is dissatisfied with the outcome of the process they may then choose to take the complaint further by contacting the Australian Skills Quality Authority
- Understanding and resolving complaints provides an opportunity to improve our training and assessment services

Definition of a Complaint

A complaint can be defined as a person's expression of dissatisfaction with their engagement with any aspect of our services, including:

- Our operations, such as enrolment and administrative processes and learning management
- Our staff, such as trainers/assessors and support staff
- The learning environment, including the behaviour of other learners
- The quality of training or assessment provided
- Any service provided by a third party we have engaged, such as training resources and facilities

A complaint is not about an assessment result. Participants who wish to have an assessment decision reviewed should refer to the Assessment Appeals section of the Participant Handbook.

Procedure

We encourage all parties to resolve concerns or difficulties directly to avoid escalation to a formal complaint.

How to lodge a complaint

Where a participant lodges a formal complaint, their enrolment will be maintained throughout the process. There is no cost to the participant to lodge a complaint.

All complaints must be submitted by completing the HIA Training Complaints Form. Participants are able to request a copy of the form by contacting the relevant HIA Training office. Instructions for completing and submitting are included in the form.

The Regional Training Manager will contact the participant within two (2) business days of receipt of the complaint to acknowledge receipt.

The Regional training Manager will record the details in the Complaints Register and notify any persons identified in the complaint.

The Regional Training Manager will appoint a person who was not involved in the original decision to consult with the participant and other relevant parties if necessary. Where possible, such consultations should take the form of face-to-face interviews so that the participant has an opportunity to formally present their case.

Once the Regional Training Manager receives a report on the consultation proceedings, a decision will be made regarding the complaint. The participant will be advised in writing of the outcome of their complaint, including details of any steps to be taken to address the complaint and reasons for the decision.

We will then endeavour to resolve the complaint within twenty (20) working days and will provide the participant with a written statement of the outcome, including details of steps to be taken to address the complaint and reasons for the decision.

If a mutually satisfactory outcome cannot be reached through the joint efforts of HIA and the participant, the participant can refer the complaint to the National VET regulator, Australian Skills Quality Authority (ASQA).

If the complaints process is going to take more than 60 calendar days to process, then HIA Training will notify the complainant in writing as to the reasons why. HIA Training will regularly update the complainant on the progress of the matter in a pre-agreed format. ie, email, text, letter, phone call

All stages of the complaint process will be documented in VETtrak and in the participant's file.

Outcomes of the complaints will be documented on the Continuous Improvement Register for committee review.

Final outcomes of the complaint will be recorded in the Complaints Register.