

Complaints Procedure



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Related procedures	<ul style="list-style-type: none">▪ Continuous Improvement Procedure
Forms and supporting documents	<ul style="list-style-type: none">▪ Student Handbook▪ Staff Handbook▪ AuPI website▪ Continuous Improvement Form▪ Continuous Improvement Register▪ Complaints and Appeals Form▪ Complaints Acknowledgment Email Template▪ Complaint and Appeals Register

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PURPOSE

Australian Polytechnic Institute is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015) and the National Code of the Department of Education and Training. This policy provides the framework and general principles for complaints and appeals of Australian Polytechnic Institute.

This procedure serves as the guide and reference document for the complaints handling of Australian Polytechnic Institute.

Changes to this procedure must only be made upon approval of the CEO.

SCOPE

Australian Polytechnic Institute acknowledges the student's right to lodge a complaint when they are dissatisfied with the training and/or assessment services and experiences that they have been provided by Australian Polytechnic Institute or by a third-party provider (if applicable).

Australian Polytechnic Institute ensures that clients have access to a fair and equitable process for expressing complaints, and that Australian Polytechnic Institute will manage the complaint by implementing principles of natural justice and procedural fairness.

With this, Australian Polytechnic Institute ensures that:

1. It has a procedure for collecting and managing complaints in a constructive, timely, confidential and sensitive manner.
2. These procedures are communicated to all staff, contractors, third party partners and students.
3. Each complaint and its outcomes are recorded in writing.
4. Complainants are given written statements or communication of the complaints handling outcomes, including decision and reason for the decision.
5. Outcomes of complaints are utilised to review current practices which may potentially lead to continuous improvement initiatives in order to mitigate the likelihood of the complaints and appeals.

PROCEDURES

1. Initial Review of Complaint

Person Responsible	Step	Resources / References
Student / Australian Polytechnic Institute staff	Raises the concern with Australian Polytechnic Institute	
Administrative Staff/Staff-In-Confidence	Attempt to resolve the complaint immediately.	Continuous Improvement Register Student Handbook

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	<p>If the matter is successfully resolved, identify if there are areas of improvement and log any identified improvement opportunity in the Continuous Improvement Register.</p> <p>If the matter is not resolved, advise student / staff of their right to make a formal complaint referring them to Australian Polytechnic Institute's Complaints and Appeals Policy on the website or Student / Staff Handbook.</p> <p>Provide student / staff with access to the Complaints and Appeals Form.</p>	<p>Staff Handbook Complaints and Appeals Form</p>
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2. Lodgement of Complaint

Person Responsible	Step	Resources / References
Student	<p>Lodge a complaint in writing using the Complaints and Appeals Form as soon as possible.</p> <p>Student will receive an email confirming a complaint was received and that Australian Polytechnic Institute staff will be in touch once the form is lodged.</p>	<p>Complaints and Appeals Form Complaints Acknowledgment Email Template</p>
Administrative Staff	<p>Once complaint is lodged, Administrative Staff will receive an email notifying a complaint was lodged.</p> <p>Update the student record in the student management system (LMS) by creating a note and nature of complaint</p>	LMS
CEO / Administrative Staff	<p>Once a complaint is lodged the CEO or Nominee will receive an email notifying that a complaint was lodged.</p> <p>Conduct a participative review of the complaints lodged.</p> <p>If needed, assign stakeholder(s) / Australian Polytechnic Institute staff independent to the complaint to resolve matters within timeframes.</p>	

3. Processing the Complaint

Person Responsible	Step	Resources / References
CEO / Staff-In-Confidence	<p>Aim to resolve the complaint as quickly as possible and within 30 days from the time action item was assigned or within timeframe specified by the Consumer Protection Officer (CEO or Nominee). Actions which may be taken may include but are not limited to:</p> <ul style="list-style-type: none"> • Discussing the facts of the complaint with the complainant. 	



	<ul style="list-style-type: none"> • Where appropriate and applicable, discuss the complaint with the respondent giving details of the complaint and complainant, giving cause to procedural fairness. • Where appropriate and applicable, encourage and facilitate the disputants to engage in mediation on an informal level. • Interview all parties individually, including any witnesses. • Conduct interviews privately and confidentially • Where applicable, report the outcome of the meeting with the respondent to the complainant. <p>Seek preferred outcome from each of the parties.</p> <p>Communicate with the student /staff every time actions are taken and decisions once complaint has been resolved.</p>	
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4. Finalising the Complaint

Person Responsible	Step	Resources / References
CEO / Staff-In-Confidence	<p>Record all communication and documents related to the resolution actions in the Complaints and Appeals Register.</p> <p>Assign the Administrative staff to update the student record in the LMS.</p> <p>Lodge continuous improvement opportunities in the Continuous Improvement Register.</p>	Complaints and Appeals Register Continuous Improvement Register
Administrative staff	<p>Update the student record in the LMS with complaint resolution outcome.</p> <p>Place all documentation from complaint file onto student / staff file.</p>	LMS
CEO / Managers	<p>Monitor the learning environment to ensure that the behaviour/incident does not re-occur.</p> <p>Discuss complaints, action items and communications during Management meeting or Continuous Improvement meetings.</p>	

5. Referral to External Arbitrator

Person Responsible	Step	Resources / References

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CEO / Training Manager	<p>Contact and engage the External Arbitrator for a review of the complaint, providing all relevant documentation.</p> <p>Cooperate with External Arbitrator for a review of the complaint.</p>	Complaints and Appeals Form
External Arbitrator	<p>Review, investigate and mediate the complaint with all relevant parties and make a ruling.</p> <p>Prepare a formal written report on the investigation, providing a copy to both the CEO of Australian Polytechnic Institute and complainant.</p> <p>Australian Polytechnic Institute will abide by any resolutions as recommended by the External Arbitrator.</p>	
CEO / Training Manager	<p>If the complaint is upheld, abide to the resolution decided on and proceed to step 4.</p> <p>If not upheld, inform student in writing that the original decision is to stand and proceed to step 4.</p>	

