1  PURPOSE AND SCOPE

This procedure details the process that is followed when students, clients or staff wish to lodge a complaint about services and products provided by the organisation. It also describes the process for handling appeals and disputes against assessment decisions.

This procedure covers allegations involving the conduct of;

a) FLI, its trainers, assessors or other staff
b) A third party providing services on FLI’s behalf, its trainers, assessors or other staff, or
c) A learner of FLI

The scope of the procedure includes the following activities:

- Lodging student, client or staff grievances or complaints about services or products received by the organisation
- Lodging complaints with a higher authority to the organisation
- Handling appeals and disputes
- Resolving grievances, complaints, appeals and disputes

2  REFERENCES

Standard ISO 9001:2008 section 7.2.3
Standards for Registered Training Organisations 2015, Standard 6: clauses 6.1 – 6.6

3  NATURAL JUSTICE

MCI is committed to following the principles of natural justice.

The rules or principles of natural justice, also known as procedural fairness, have developed to ensure that decision making is fair and reasonable. Put simply, natural justice involves decision-makers informing people of the case against them or their interests, giving them a right to be heard (the ‘hearing’ rule), not having a personal interest in the outcome (the rule against ‘bias’), and acting only on the basis of logically probative evidence (the ‘no evidence’ rule). – taken from NSW Ombudsman, permission granted to reproduce given on 23rd January 2015

For further information on this, please follow the link below;

4 RESPONSIBILITIES

The responsibility for implementing the requirements of this procedure rests with the Quality and Compliance Manager or his/her delegate. All complaints relating to sexual harassment, workplace bullying and discrimination must be immediately directed to the organisations HR Manager. If there is a conflict in interest in either case, then enquiries can be directed to the CEO.

Where we consider more than 60 calendar days will be required to process and finalise the complaint or appeal, we will:

a) Inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and
b) Regularly update the complainant or appellant on the progress of the matter

5 PROCEDURE

5.1 Complaints

5.1.1 Introduction

Complaints can be received in a variety of formats:

- Through submission of a complaints form (preferred method)
- In writing, by letter, fax or email
- By phone
- Through social media
- In person

It is important that complaints are resolved, but also recorded to assist in preventing future similar complaints.

5.1.2 Complaints received:

All complaints received through submission of the complaints form will be dealt with in accordance to the procedure outlines below.

For complaints received through other means, a filtering approach will be used. If the issue appears minor, then the recipient of the complaint will attempt to resolve the problem, taking ownership of any outcomes required. If the problem is so resolved, no further action need be taken.

If however an attempt to resolve the matter fails, or if the matter escalates, or if the matter is known to be related to one which has happened previously, then the recipient must complete a Complaint form.

If the issue appears to be major from the outset, then a Complaints form must be completed, even if the issue is resolved by the recipient of the complaint.
5.1.3 Acknowledgement of complaint:
Receipt of a complaint form will be acknowledged via email within 1 business day of the form being submitted.

5.1.4 Complaints form:
Follow the link below to access the complaint form.
Complaint Form

5.1.5 Complaints register:
All submitted complaint forms are recorded on the complaints register by the Quality & Compliance Manager. Within the complaints register, each complaint received will be categorised. The length of time it takes to close all complaints will also be monitored. Where appropriate a Continuous Improvement Request will be raised and tabled at the next QMT.

5.1.6 Investigation of complaints:
After collating the data from the complaint form onto the complaints register, the Quality & Compliance Manager will begin an investigation into the complaint. They will complete the investigation themselves or seek assistance from another department to gather the information / complete the action required.

If the complaint hasn’t been resolved within 3 business days, an update will be supplied via email to the complainant.

5.1.7 Complaint resolution:
After completing the investigation and all required outcomes, the Quality & Compliance Manager (or his / her delegate as deemed appropriate) will contact the complainant to close the complaint.

Records of all complaints and grievances will be kept for a period of five years.

5.1.8 Complaint resolution review:
If the complainant feels that the outcome of the investigation doesn’t resolve the original complaint, the matter will be escalated to the CEO for review.

If, after the review by the CEO, the complainant still feels that the outcome and processes undertaken haven’t resolved the complaint, MCI will provide an independent party to review the complaint. The cost of such will be shared equally by MCI and the complainant.

5.1.9 External complaints:
The CEO, Director may at his/ her discretion, refer any serious unresolved complaint to an external arbitrator to assist in resolution.
Any person associated with FLI is entitled to lodge a complaint about FLI with the Australian Skills Quality Authority (ASQA). It is ASQA policy that any complaint should first be directed to FLI.