

## **Complaints and Grievances Policy and Procedure**

### **Purpose and Scope**

To ensure that students have access to a Complaints process that incorporates Standard 6 and Clause 5.2, 6.1 to 6.6 Standards for Registered Training Organisations 2015

### **Policy**

Disputes arise when a student or client is not satisfied with an aspect of Lead Institute's services and requests action to be taken to resolve the matter. Students and other members of the public may wish to lodge a complaint in some of the following areas (amongst others):

- The conduct of the RTO, its trainers, assessors or other staff;
- An RTO Subcontractor, its trainers, assessors or other staff;
- A student of the RTO.

Lead Institute abides by all requirements under state, and national Consumer Protection Law and students are protected by these same laws.

All formal complaints will be attended to within 10 working days of being received. Complaint and Grievances forms is available on the Lead Institute website.

Lead Institute will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process.

Please see the steps for the Complaints and Grievances process below.

### **Procedure**

- The student should first discuss their concerns with their Trainer/Assessor, or other staff members they feel comfortable with. If the matter is satisfactorily resolved during initial discussions, no further action is required.
- Where the complaint is not satisfactorily resolved, the student may wish to submit their complaint in writing via a completed Complaints and Grievances Form. This form needs to be submitted to Lead Institute's Administration Department. A representative may accompany the student to any meetings it holds with Lead Institute staff.
- Allow for 10 working days for the matter to be processed. During the review, the nominated and responsible staff member may implement some of the following steps:
  - Interviewing persons involved in the matter;
  - Reviewing all documentation associated with the matter.
- The outcomes will be communicated to the student in writing.
- If the student remains dissatisfied with the outcome, the matter will be forwarded to Lead Institute's Chief Executive for review.
- Lead Institute's Chief Executive will assess the situation and put forward a resolution within seven (7) working days of being notified.

- Should the student remain dissatisfied with the results, they will be provided with the option of having their case heard by a suitable, independent body (independent to both the student and Lead Institute) that will review the case. This body, where possible, will be asked to formally declare its independence to both parties and both parties will be asked to agree to it acting in the nominated capacity of the case manager. Students may also wish to make use of the National Training Complaints Hotline. For more information visit: <https://www.education.gov.au/NTCH>
- Principles outlined in the Lead Institute's Privacy and Confidentiality Policy will be applicable at all times.
- The student is to be informed regularly about the progress of their application. Should it appear likely that the application will take more than 10 working days to process, the student will be informed in writing stating the reasons for the delay.
- Records of all Complaints/Grievances processes and outcomes will be recorded by Lead Institute on the Complaints Register and saved according to Lead Institute's Record Keeping Policy.
- All Complaints/Grievances applications and processes will be carefully reviewed by senior management following finalisation to identify any areas of improvement that Lead Institute can act upon.

The complainant may withdraw a grievance at any stage in the process. If the grievance is withdrawn, the matter will be deemed to be closed.