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### STUDENT COMPLAINTS POLICY

This policy is designed to inform students undertaking training at First Aid Certification and Training. This policy outlines the rights of the students and the duties of the Staff at First Aid Certification and Training.

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FACT strives to ensure that each student is satisfied with their learning experience and outcome. It is anticipated that concerns can be resolved by meaningful and respectful communication. In the event that this is not the case, all students have access to rigorous, fair and timely complaint and appeal processes.

FACT has a defined and transparent complaints and appeals process based on the principles of natural justice and fairness that will ensure student's complaints and appeals are addressed effectively and efficiently. FACT's complaints and appeals policy ensures students and clients understand their rights and the responsibilities of the RTO.

## COMPLAINTS

A student may lodge a complaint regarding the RTO; Third Party; Subcontractor; another student or Trainer. There is also provision for all interested stakeholders to make a complaint if they feel aggrieved. For example, a Trainer may lodge a complaint against a student.

It is the responsibility of FACT management to ensure adherence to the complaint procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the complaint's procedure and supply of complaint forms.

## COMPLAINTS REGISTER

FACT management will maintain a complaint register to document the course of action and resolution of all formal complaints. All complaints substantiated by the complaint's procedure will be reviewed as part of the FACT continuous improvement procedure.

## WHO IS PERMITTED TO MAKE A COMPLAINT?

A complaints procedure is available to all persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of FACT. The complaints procedure will address both formal and informal complaints. All formal complaints must be submitted in writing to FACT management and will be heard and addressed, including a response to the aggrieved person, within five (5) business days.

## METHODS OF COMPLAINT

- Informal Complaint - conducted face to face on the day of the complaint. A member of FACT management will attempt to resolve the complaint to the satisfaction of all parties involved. This complaint will be lodged but no formal action will take place.
- Formal Complaint – conducted using the required documents as per this policy and a formal decision will be made within 5 business days. All parties involved will be notified of the decision via email.

## INFORMAL COMPLAINTS

If a student or staff member wishes to make an informal complaint on the day off training a member of FACT Adelaide management team will address the issue as soon as is reasonably possible. Both parties will be required to discuss the issue in a safe location. These sessions may be recorded for training and monitoring purposes. Both parties must address the issues in a reasonable manner. A member of the FACT management team will then make a discussion on how to resolve the issue within 24 hours.

If in the event the concern is with a member of the management team the complainant/s making the complaint may request another member of staff.

## FORMAL COMPLAINTS

If a formal complaint is required, the person making the complaint is required to complete a formal complaint form. The form can be sourced from the website. Once the complaint has been received a formal investigation will begin, this may include interviewing other members of staff or students that may have taken part in the training, or using recording material that may be viable at the time of the complaints.

All formal complaints requiring video-based evidence are required to be submitted within 3 business days. Failure to request the evidence within 3 business days will mean the video evidence may not be available. Provided there is no breach of privacy, any person may request this evidence.

## COMPLIANT REVIEWS

All complaints will be reviewed as part of the continuous improvement process and where corrective action has been highlighted, it will be implemented as a priority. This approach ensures that outcome of the complaints process provides a positive and constructive contribution to the operations of FACT.

Any complaint that is made, and a decision has been issued where there was a breach of any policy other than the complaints policy i.e., Refund request, dress code or code of conduct, no review or appeal is permitted.

## UNSATISFACTORY COMPLAINT OUTCOME

If further escalation is required, complainant will to be directed to the following external agencies:

- An independent agency or consultant within the VET sector
- The Office of Fair Trading in relation to consumer protection issues
- National Training Complaints Hotline on 133 873

## DELAYED PROCESSES

In the circumstances where a delay in the complaint process occurs, where longer than sixty (60) calendar days are required to process and finalise the complaint or appeal, FACT will inform the complainant in writing. In line with the importance that FACT places on open and transparent processes and communication, the first written communication will be made at five (5) business days. From that point, the complainants will be regularly updated on the progress of the matter, providing reasoning if extension of time is required.

## COMPLAINTS DOCUMENTATION:

Formal Complaints Form

Complaints Register