

### **Purpose**

TexSkill seeks to provide a high quality education and training service in which all are encouraged to strive for excellence and fulfil their potential. TexSkill is committed to implementing effective student complaint resolution procedures that, where possible, are managed quickly, at the local level and with a minimum number of people involved. The resolution process will focus on a rapid re-establishment of good working relationships and positive outcomes. The procedures aim to avoid blame and undue investigation.

### **Scope**

This policy applies to all students (including current, prospective and exiting students) undertaking study or training in courses offered by TexSkill.

### **Procedure**

In seeking to resolve a complaint, whether formally or informally, confidentiality will be maintained as far as legally possible.

All complaints will be treated seriously and receive due consideration. Complaints will be dealt with in a constructive and timely manner and all attempts will be made to ensure all parties are kept informed of the progress and results.

#### **Informal Complaint Resolution Process**

1. The informal process for dealing with a complaint is a person-to-person approach that commences with:
  - (a) The individual(s) concerned discussing the problem directly in an attempt to resolve the matter; and/or
  - (b) Raising the problem with TexSkill's Training Co-ordinator, or Chief Executive Officer, as appropriate, for discussion.
2. If the informal process does not resolve the matter or the complainant does not instigate the informal process, the complainant may use the formal complaint resolution process in which case they will lodge a formal written complaint as described below.

#### **Formal Complaint Resolution Process**

1. Throughout the formal complaint resolution process, a student may be accompanied by a support person. This can occur at any stage of the formal complaint resolution procedure.

2. From the outset, students may choose a formal complaint resolution process by forwarding a signed, written complaint to the Chief Executive of TexSkill using the Students Complaint form.

The written complaint must be made within two months of the incident (or unsuccessful resolution using the informal complaint resolution procedures). This is when the official TexSkill process commences.

3. A written response will be made to the complainant within five working days.

4. The Chief Executive of TexSkill will appoint an Investigating Officer to manage the formal complaint resolution process. A confidential file will be opened and maintained until resolution of the complaint is achieved. Proceedings will commence within two weeks of the receipt of the complaint. In most cases, they will be completed within a further two weeks.

5. A student may withdraw a complaint at any stage. Alternatively the student may choose to have the complaint resolved informally. The police may have been contacted in instances where behaviour may constitute a criminal offence.

6. Complainants may obtain advice from organisations outside TexSkill at any time including legal advice, union advice etc.

7. Options for dealing with complaints formally include:

- having the matter mediated
- having the matter formally investigated.

8. When a complaint is formally mediated:

- (a) it may be successful in that an agreement is reached between the parties; or
- (b) it may be unsuccessful, in which case the complaint may either be withdrawn or a formal investigation may commence if the complainant wishes.

9. Some complaints, because of their nature, may require TexSkill management and action regardless of any mediated outcome that may be sought or achieved.

10. When a complaint is formally investigated by an Investigating Officer, that officer will:

- establish the facts by interviewing the relevant parties



# Management Procedure

## MPR7 – Student Complaint

- conduct the interviews privately and maintaining confidentiality as far as legally possible
- caution all parties to maintain confidentiality
- provide a written report making recommendations to the Chief Executive

All completed actions will be recorded and signed off by those involved in a manner prepared by the Investigating Officer.

When all parties are satisfied with the outcome it will be officially registered as concluded and all parties to the outcome will be formally advised in writing.

Should the complaint still be unresolved TexSkill will advise the student of any further appropriate external body which may be able to provide support and advice.

### **Management Responsibility**

Chief Executive Officer

### **Implementation Responsibility**

General Manager Operations

### **Reference**

Student Complaint Form,

National Complaints Code (is available at this link)

<http://www.dest.gov.au/NR/rdonlyres/32B15873-90DC-4441-9AC4-03135B595B52/2210/ncc.pdf>