

College of Warehousing

Complaints Procedure

Version: 1.0 | Date: 4/11/2021

Document number	PRO-College-Complaints-v2021-1.0
Last review	4 November 2021
Implementation Date	TBD
Authority	Chief Executive Officer
Next review	4 November 2022
Related policies	<ul style="list-style-type: none">▪ Privacy Policy▪ Continuous Improvement Policy
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▪ College of Warehousing website▪ LMS▪ Continuous Improvement Form▪ Continuous Improvement Register▪ Complaints and Appeals Form▪ Complaints Acknowledgment Email Template▪ Complaint Register

Table of Contents

Table of Contents	1
PURPOSE	2
SCOPE	2
PROCEDURES	2
1. Initial Review of Complaint	2
2. Lodgement of Complaint	3
3. Processing the Complaint	3
4. Finalising the Complaint	4
5. Referral to External Arbitrator	4
REVISION HISTORY	6

College of Warehousing

Complaints Procedure

Version: 1.0 | Date: 4/11/2021

PURPOSE

College of Warehousing 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 College of Warehousing.

This procedure serves as the guide and reference document for the complaints handling of College of Warehousing.

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

SCOPE

College of Warehousing 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 College of Warehousing or by a third-party provider (if applicable).

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

With this, College of Warehousing 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 / College of	Raises the concern with College of Warehousing	

College of Warehousing

Complaints Procedure

Version: 1.0 | Date: 4/11/2021

Warehousing staff		
Administrative Staff/Staff-In-Confidence	<p>Attempt to resolve the complaint immediately.</p> <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 College of Warehousing'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>Continuous Improvement Register</p> <p>Student Handbook</p> <p>Staff Handbook</p> <p>Complaints and Appeals Form</p>

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 College of Warehousing staff will be in touch once the form is lodged.</p>	<p>Complaints and Appeals Form</p> <p>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 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) / College of Warehousing staff independent to the complaint to resolve matters within timeframes.</p>	

3. Processing the Complaint

Person Responsible	Step	Resources / References
--------------------	------	------------------------

College of Warehousing

Complaints Procedure

Version: 1.0 | Date: 4/11/2021

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). 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. ● 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>	
---------------------------	--	--

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 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 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	Monitor the learning environment to ensure that the behaviour/incident does not re-occur.	

College of Warehousing

Complaints Procedure

Version: 1.0 | Date: 4/11/2021

	Discuss complaints, action items and communications during Management meeting or Continuous Improvement meetings.	
--	---	--

5. Referral to External Arbitrator

Person Responsible	Step	Resources / References
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 College of Warehousing and complainant.</p> <p>College of Warehousing 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>	

College of Warehousing

Complaints Procedure

Version: 1.0 | Date: 4/11/2021

REVISION HISTORY

Date / Version no.	Revision details	Person Responsible	Status	Comments