



COMPLAINTS POLICY

Purpose

The purpose of the current policy is to provide clear and practical guidelines to manage and respond to allegations involving the conduct of the RTO, its trainers and assessors, so it can be resolved in accordance with the Standards for Registered Training Organisations 2015.

Scope

The complaints policy applies to all students enrolled with the AILC.

Policy

The Australian Indigenous Leadership Centre has a defined complaints policy that will ensure all complaints are addressed fairly, effectively and efficiently and in accordance with the outlined procedures.

The AILC will manage and respond to all allegations involving the conduct of The RTO, trainers, assessors and staff members of the AILC.

The AILC strives to ensure that each student is satisfied with their learning experience and outcome. In the unlikely event that this is not the case, all learners have access to rigorous, fair and timely complaints processes. All complaints will be reviewed as part of the continuous improvement process.

Learners, trainers, assessors and stakeholders will have a public access to complaints forms, policies and procedures.

Procedure

Informal Process

- Where possible, all informal attempts shall be made to resolve a complaint. This may include: discussions and general mediation in relation to the issue.
- Students may submit a complaint verbally or in writing directly to the RTO staff.
- The RTO staff will acknowledge they have received the complaint verbally or in writing.

- Through discussion or general mediation, the RTO staff and the student will come to a mutual agreement on how to resolve the issue. If necessary, the learner may bring a third party along to the mediation.
- All informal complaints will be reported to the RTO's management for further review and consideration for continuous improvement, regardless of the resolution outcome.
- If the informal complaint has not been resolved, the student may follow up with the formal complaints procedure.

Formal Process

Any student, potential student, or third party may submit a formal complaint to the AILC with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process, unless it is referred to a third party.

- A complaints form can be found on the [AILC website](http://ailc.org.au) or by contacting enquiries@ailc.org.au
- Once the form has been submitted to the RTO's management team, the complainant will receive a formal response to the complaint within ten working days.
- If a complaint is recognised as requiring more than 60 calendar days to resolve, the complainant will be notified in writing as to why the process requires more than 60 calendar days. The complainant will be updated regularly on the progress.
- Once a decision has been made, the complainant will be notified in writing proposing a resolution to the complaint, including information and the process of appealing the decision made.
- All formal complaints, resolved or not, will be discussed by management for further review and consideration for continuous improvement actions.

Record Keeping

The AILC will maintain all records of complaints and their outcomes. Records of all informal, formal complaints will be recorded in the student file and kept on the AILC's Complaints Register. The AILC will use this information to review processes and practices to ensure there is no likelihood of a reoccurrence.

The AILC Privacy Policy states that the AILC will endeavour to ensure that personal information remains confidential and secure and is only used for the primary purposes for which it was collected.

Review

The complaints policy and procedure will be revised and updated annually.

Authorisation

The complaints policy and procedure has been approved by the Chief Executive Officer of the Australian Indigenous Leadership Centre

Version	Created/reviewed	Changes	By whom
1	2015	Created	Rachelle Towart
2	30/09/2016	30/09/2016 Re formatted and amended	Ashleigh Rhind & Katrina Prgomet
3	01/03/2017	Logo amended	Katrina Prgomet
4	16/03/2018	Removal of appeals procedures on this policy, creation of a new policy for appeals	Peter de Deckker
5	11/1/19	Reviewed and updated	Paulette Thacker