

Document Number	POL	NAT	INS	0023
Next Review Date	January 2025			
Document Owner	RTO Compliance			

COMPLAINT & GRIEVANCE HANDLING POLICY

1 Purpose

The purpose of this policy is to provide guidance for WesTrac Institute's management and handling of a complaint or grievance, to ensure procedural fairness and transparency. WesTrac Institute endeavours to implement and maintain the delivery of training and assessment services provided to a high professional standard according to its policies and procedures. WesTrac Institute acknowledges that at times complaints or grievances are likely to be made by stakeholders and that our philosophy in managing such reports is a positive opportunity of improvement.

2 Scope

Complaints or grievance management and handling are generally associated with negative feedback or an experience about services, people or a decision which has not been resolved locally. This is an important point to note in understanding that this policy has a broad application and is not simply relevant to complaints that may be made by students. A complaint may be made by a customer about the WesTrac Institute or by the trainer about the conduct of the student.

3 Policy Statements

This policy applies to and may involve issues concerning the conduct and/or the management of a process or event of: WesTrac Institute as an organisation, its trainers/assessors or other staff or a student enrolled and/or attending WesTrac Institute.

3.1 Early resolution of complaints

In all cases, issues that are the source of frustration or are in dispute should be attempted to be resolved at the time they occur between the persons involved. It is often the case that formal complaints or grievances can be avoided by proper communication and respect between all persons involved.

3.2 Relationship to continuous improvement

Often, the complaints handling process will expose weaknesses in the procedural systems. These can flow onto identifying improvements, which are to be recorded and managed in the continuous improvement system in such a way as to respect the confidentiality of the lodged complaint.

3.3 Making a Complaint or Grievance

Complaints or grievances can be lodged by referencing the process as outlined in the Complaints & Grievance Handling Procedure.

4 Further Information

All employees, contractors and students who require further information or need clarification of anything contained in this Policy should contact the relevant state WesTrac Institute Training Manager or RTO Compliance and Quality Supervisor.

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5 Accountabilities

Compliance to policy	All WesTrac Institute Employees
Implementation	Relevant State WesTrac Institute Training Manager
Approval of Policy	Relevant State WesTrac Institute Training Manager
Monitoring & Review	RTO Compliance and Quality Supervisor

This policy should be read in conjunction with the following legislative or compliance guidelines (if required):

Title	Description
Standards for Registered Training Organisations (RTO) 2015	ASQA has developed this Standards Guide to assist RTOs to understand their obligations under the revised <i>Standards for Registered Training Organisations (RTO) 2015</i>
Australian Qualification Framework (AQF)	Australian Qualification Framework (AQF)
Smart and Skilled Contract Terms and Conditions	Funding contract terms and conditions for Training Services NSW
DTWD	Training Business Rules

Document Number	Title
PCD-NAT-INS-0013	Complaint and Grievance Handling Procedure
FTT-NAT-INS-0015	Complaint / Grievance and Assessment Appeal Form
FTT-NAT-INS-0016	Complaint / Grievance and Assessment Appeal Register

6 Definitions and Abbreviations

The following definitions and abbreviations are used throughout this Policy:

Term	Definition
RTO	Registered Training Organisations
ASQA	Australian Skills Quality Authority
Stakeholder	Any person/party with a direct interest in the training service provide by the WesTrac Institute
Decision	Relates to all decisions other than those in an assessment situation. These instances are managed by the Assessment Appeal Policy and Procedure

7 Document Amendment History

Revision	Date	Description	Prepared By	Reviewed By	Approved By
1.0	19/05/2017	Created, Ready for review	RW	MM & SP	MM & SP
1.1	07/09/2022	Reviewed and slight changes made	RW	LB & JH	LB & JH