
COMPLAINTS HANDLING POLICY

PURPOSE

To outline the process to be followed by MRAEL employees in handling complaints and grievances from individuals and organisations who have dealings with MRAEL.

To ensure complaints and grievances are resolved in a professional and timely manner.

To comply with:

- Standard 1.4 of the National Standards for Group Training Organisations
- Australian Skills Quality Authority Standards for NVR Registered Training Organisations 2011 – Essential Standards for Continuing Registration (SNR 15.1, 16.2 and 16.7)

SCOPE

This policy applies to all employees of MRAEL Limited, including staff and apprentices and trainees hosted external to MRAEL, students of MRAEL's Registered Training Organisation (RTO), businesses hosting MRAEL's apprentices and trainees and other stakeholders receiving customer service from MRAEL.

POLICY

Complaints are an indication of an opportunity to improve or clarify some part of our way of doing business.

The systematic collection and classification of complaints and opportunities for business improvement will allow corrective action and system faults to be rectified or improved and may form part of future strategic planning or risk management practices.

A standardised approach means that complaints can be dealt with in an efficient manner.

As complaints are direct feedback on actual performance or perceptions of performance of MRAEL, there needs to be high level accountability for screening, follow-up and evaluation of remedial action.

People who make complaints have the right to be taken seriously, treated with respect and to receive feedback within a reasonable timeframe without breaching legal responsibilities such as the Privacy Act.

All reports of bullying, harassment or discrimination will be treated as a complaint and will be addressed in accordance with this policy. MRAEL's Bullying, Harassment and Discrimination Policy provides further information on complaints of this nature.

All staff are responsible for taking and where appropriate resolving complaints.

COMPLAINTS MANAGEMENT

All employees and students are entitled to have matters of concern to them resolved through an orderly and consultative process.

If the employee or student feels comfortable speaking directly to the person about whom the complaint is in relation to, then this course of action should be taken, as this can sometimes be the easiest way of resolving an issue. The person may have been unaware of the effect of their behaviour or decision, so discussing it with them provides them a chance to resolve the situation.

If direct contact with the person is not an option or has not resolved the matter, the employee or student is entitled to discuss the matter with their immediate supervisor, including an Apprentice Specialist (in the case of Group Training apprentices and trainees) or Trainer (in the case of a student).

In the case of an MRAEL staff member (excludes apprentices and trainees hosted external to MRAEL) having a complaint against, or involving, their immediate supervisor/manager, a complaint may be made with Human Resources or an independent manager. Confidentiality will be maintained where appropriate, however you should be aware that the person who has received the complaint is obliged to refer the matter to relevant others if they are concerned for a person's health, safety or wellbeing. Furthermore, they may disclose the complaint to internal experts and/or their manager to obtain advice. In some instances it may be necessary for respondents or witnesses to be informed to afford procedural fairness and investigate allegations.

The Complaints Management procedure outlines the process for how MRAEL handle complaints when received. Reasonable deviation from the procedure, under manager direction, may be appropriate to achieve successful resolution of a complaint in some instances, however the fundamental parameters applicable to all complaints are:

- Complaints will be acknowledged as received within one working day of receipt.
- Informal resolution of complaints is preferable and will be sought in the first instance where possible and appropriate.
- Records will be made of all complaints and retained in a location appropriate to the circumstances and the parties involved, considering the confidentiality and sensitivity of the matter.
- If a complaint is unable to be satisfactorily resolved at the initial level in which it is received, it is to be escalated to the next level of supervision/management without delay. The Grievances and Appeals section of this policy provides further information on escalation of a complaint which remains unresolved.
- Certain complaints are to be recorded on a Business Improvement form, the parameters of which are outlined in the Complaints Management procedure and Business Improvement procedure.
- Relevant managers, Human Resources and the Quality Manager are to be notified of complaints relating to alleged bullying, harassment or discrimination or where a potential risk to health and safety is identified. The Bullying, Harassment and Discrimination Policy provides additional information on how MRAEL will respond to complaints of this nature.
- Complainants will be advised of the outcome of their complaint within reason and in accordance with legislative guidelines such as the Privacy Act.

TIPS ON HANDLING COMPLAINTS

- Receive and acknowledge the complaint with empathy and tact but do not lay blame, admit liability, become defensive or make judgments.
- Identify yourself and your position if not already known.
- Answer each call in a positive and courteous way.
- Listen to what the speaker is saying.
- Write down the complaint, if possible, as it is being made. If circumstances do not permit immediate recording, write down the details as soon as possible. Do not rely on memory.
- Record the time, date, means (e.g. phone) and location where the complaint was made.
- Record what has been said including all traceable detail e.g. name, dates.

- Make sure you have clearly understood the complaint by repeating back your understanding of the situation.
- Obtain the name and contact details of the complainant, if they are willing to provide.
- Explain what action you intend to take e.g. the matter will be referred to 'name and position', the matter will be handled according to our Complaints Handling Policy.
- Meet any promised deadlines.
- If you can resolve the complaint immediately and it is appropriate then please do so.
- Advise your immediate manager by emailing a record of the complaint including the details required for recording on the Business Improvement form where required.

GRIEVANCES AND APPEALS

For the purpose of this policy, a grievance or appeal is defined as any type of problem, concern, dispute or complaint raised by an employee or student, which is related to work, the work environment or training and which cannot be resolved through normal day to day communication.

The Complaints Management section of this policy is to be applied. If the complaints process does not produce a satisfactory result at the initial level in which it is received, the employee or student is entitled to escalate the matter to the next level of supervision/management. If this escalation does not result in a satisfactory outcome, the employee or student is entitled to continue escalating the matter one level of supervision/management at a time, until it reaches the Chief Executive Officer (CEO). Dependant on the circumstances, for apprentices and trainees or for students of the RTO, the matter may instead be escalated to the Department of Education, Training and Employment.

When a matter is escalated above the immediate supervisor or trainer, the person to whom that escalation has been taken, is expected to seek a report from the person to whom the matter has previously been referred. When the grievance is escalated to the CEO the employee's supervisor or manager, or the student's trainer, may be required to be present at any meeting regarding the grievance.

In a situation where the matter is escalated to the CEO and cannot be resolved, the employee or student is entitled to ask for the matter to be referred to MRAEL's Board of Directors for consideration and if deemed necessary, resolution. However, in these circumstances, the board will only deal with the matter where the employee or student presents his or her case to them in the presence of the CEO and the relevant manager.