

POLICY 12

Complaints



DATE LAST REVIEWED:	June 2015
DATE OF THIS REVIEW:	May 2018
REVIEWED BY:	Tom Floyd
APPROVED BY:	Peggy Millios, Peter Millios
RELEVANT STANDARDS FOR RTO'S:	1.7, 6
POSITION DESCRIPTION(S):	Chief Executive Officer (CEO) Principal Administrative Officer Educator

REFERENCE MATERIAL: Standards for Registered Training Organisations (RTOs) 2015

SCOPE / PURPOSE:

This policy ensures all complaints are substantiated, acknowledged and dealt with fairly, efficiently and effectively, and that the complainant is subjected to the principles of natural justice and procedural fairness throughout the complaints process.

POLICY DETAIL:

1. Paraskevi International Centre of Hairdressing Excellence (“Paraskevi”) will act promptly upon the subject of any complaint which is found to be substantiated. Students may raise any matters of concern relating to:
 - a. Training delivery and assessment processes
 - b. Educator behaviour / attitude towards students
 - c. Student amenities
 - d. Discrimination
 - e. Sexual harassment
 - f. Equal opportunity
 - g. Occupational health and safety
 - h. Unresolved conflict between students
 - i. Application / enrolment procedures
2. The complainant should in the first instance communicate with an Educator, who will try to resolve the issue informally, however if this is unsuccessful and the complaint cannot be resolved by the Educator, or the complainant wishes to formalise the process, then the following is to occur.
3. The complainant is to complete the Client Feedback, Appeal or Complaint Form and submit it to the Administrative Manager within five (5) working days of the issue.
4. The Administrative Manager is to provide the details of the complaint to an appropriate Paraskevi employee for investigation. This independent investigator is to complete a written report and forward it to the Principal for consideration within five (5) working days of receipt of the issue.

5. The Principal is to advise the complainant of the outcome of the investigation. If the complainant is still not satisfied, then the complaint will be forwarded to the CEO for resolution.
6. The CEO is to review the complaint and advise the complainant of the outcome of the review. Should the complainant still not be satisfied with the outcome the issue will be forwarded to the Ombudsman and a resolution sought through this process.
7. All complaints will be handled efficiently, professionally and confidentially.
8. Student enrolment will be maintained throughout the complaints process.
9. Complainants will be kept informed of decisions throughout the complaints process.
10. Complainants are entitled to bring a nominee or witness during any stage of the process.
11. Should the process result in a decision that supports the student, Paraskevi will immediately implement any corrective and preventative action required and advise the student of the outcome.
12. The Complaints process provides an avenue for most complaints to be addressed, however in some cases alternative measures may need to be explored. Paraskevi encourages all parties to initially approach a complaint with the view to resolving the problem(s) through discussion and conciliation between themselves.