

Complaints Policy

Background:

This policy is intended to draw attention to clients' satisfaction or dissatisfaction with Australian Early Childhood College's delivery of services. This policy ensures the collection and analysis of data for continuous improvement. This policy and procedure is available to be utilised by all stakeholders including, but not limited to; learners, parents, industry personnel, employees, or members of the community.

Policy Statement:

Australian Early Childhood College is committed to managing and resolving complaints made by its clients in an efficient and effective manner. Complaints by definition are expressions of dissatisfaction with services, facilities, policies and procedures. Whilst it is recognised that Australian Early Childhood College cannot guarantee that all customers will be completely satisfied with all areas under its control, we respect each individual's right to make complaints.

Australian Early Childhood College will manage and respond to allegations involving the conduct of:

- a. Australian Early Childhood College, trainers, assessors or other staff,
- b. A third-party providing services on our behalf which have been organised and/or approved by the management of Australian Early Childhood College or
- c. A learner of Australian Early Childhood College.

Procedure:

Our complaints handling process aims to:

1. Provide a mechanism for clients/stakeholders to have complaints addressed efficiently and effectively.
2. Demonstrate compliance with Standards for Registered Training Organisations 2015 Clause 6.1 and 6.2-6.5
3. Collect and analyse data to help us to identify and rectify weaknesses in our services and products through our continuous improvement processes.

Written records are kept of every complaint. A Complaints Register is maintained that includes summary data and assists in the tracking and management of complaints.

Complaints cover a wide range of concerns from suggestions for improvements to serious allegations of illegal action.

Anonymous complaints will only be investigated where they concern serious matters and enough information is available to enable an investigation. Australian Early Childhood College will act upon the subject of any complaint found to be substantiated.

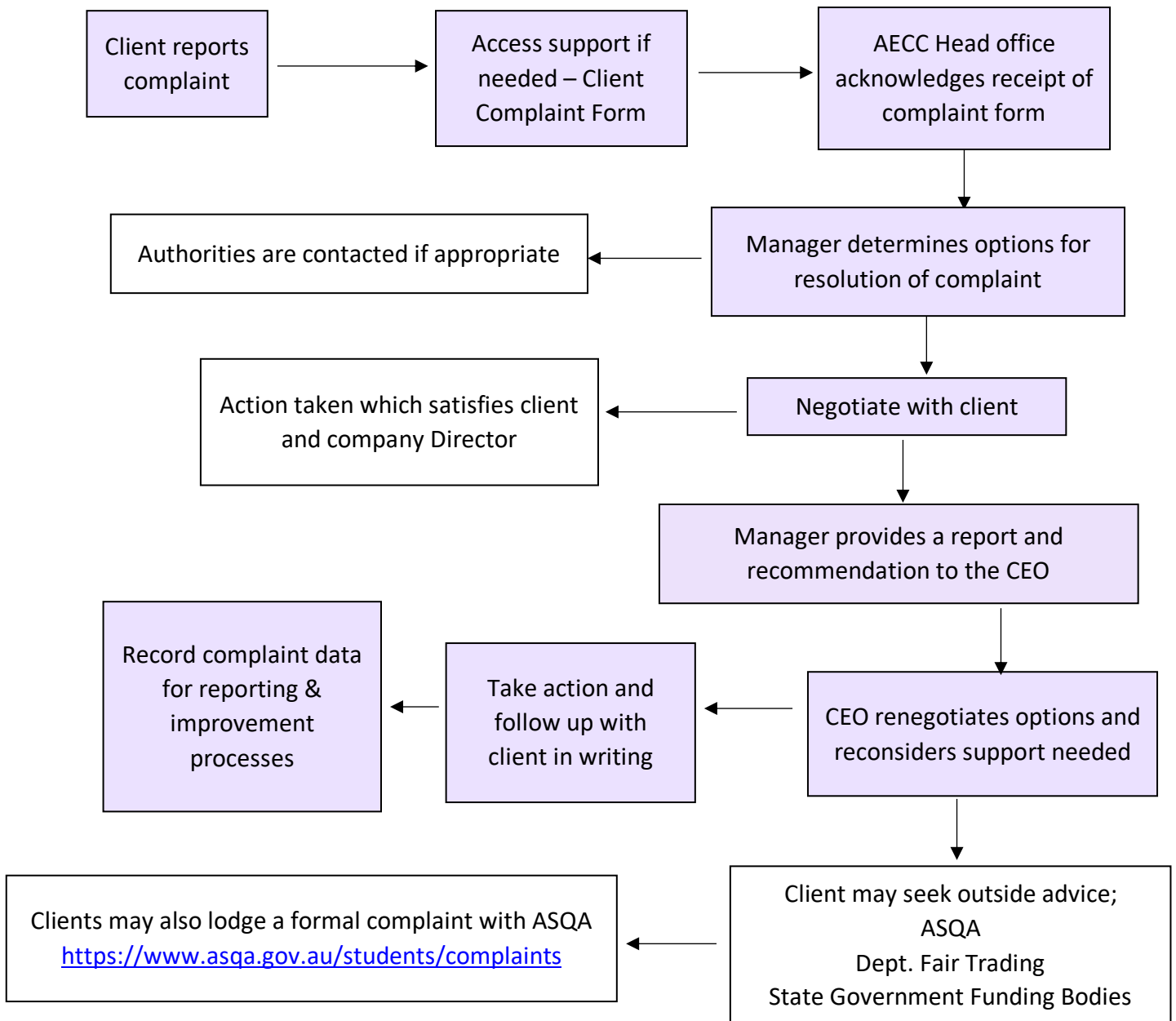
Due to the nature of the complaints process, there are no definitive timelines for resolution as there may be a positive outcome for the client at various points throughout the process. As a guide the complaints process should take no longer than 30 days from receipt of the complaint form to recording the complaint data for reporting and improvement processes.

Written feedback and information on time frames are provided weekly if the process last longer than one week.

For detailed step-by-step instructions please refer to the process mapping on the next page.

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Complaints Process:



If a client is dissatisfied with any decisions made in this process and are publicly funded by a state/territory government they can contact:

- NSW State Training Services www.training.nsw.gov.au
- ACT Training and Tertiary Education www.det.nsw.gov.au
- SA Training Advocate www.trainingadvocate.sa.gov.au
- VIC TAFE and Training Line www.skills.vic.gov.au/s/contract-the-tafe-and-training-line

Related Standards:

- Standards for NVR Registered Organisations 2015

Related Documents:

- Client Complaints Form Version 4B

