



COMPLAINTS POLICY

ASSUMPTIONS

Momentum Consulting (Qld) Pty Ltd is a registered training organisation.

Where the words “we”, “our” or “us” have been used in this document they can be assumed to mean the above legal or trading name.

Our policies exist to provide guidance on the behaviour, obligations, responsibilities and culture of our business.

PURPOSE

This policy provides guidance on the fair, equitable and accountable processing of complaints. Adherence to this policy will ensure that all complaints are handled consistently, in a timely manner and are adequately documented.

POLICY

We understand that from time to time a person may be unhappy with a product or service that we have provided and they have a right to have their complaint heard.

We will handle all complaints with respect for the rights of the individual and without bias.

SCOPE

This Policy and Procedure applies to all parties that have dealings with Momentum Consulting (Qld), which includes but is not limited to clients, learners, trainers and other employers.

DELEGATION

This Policy and Procedure is owned by the CEO of Momentum Consulting (Qld) Pty Ltd. Responsibility for ensuring adherence to this Policy and Procedure has been delegated to the Director of Operations.

PRINCIPLES

The following principles apply to this Policy:

- All clients and learners have the right to raise any complaints or grievances without fear of retribution or threat to continuation of service.
- All complaints will be given due consideration with the primary objective of the complaints process being to find an immediate solution which is agreed to by all parties.



- Complaints handling and resolution process is learner and client focused and helps us to prevent complaints from recurring.
- Every effort is made to ensure that complaints are resolved promptly, objectively and with sensitivity and complete confidentiality.
- The views of each complainant are respected and all parties to a complaint are free from discrimination and victimisation.
- We recognise and support the right of clients to seek the assistance of an external organisation to resolve the complaint.
- Written records will be kept of all complaints and maintained in the learner's file and the Complaints Register.
- Once the RTO's complaints and appeals processes have been exhausted, students can present their case to the National Regulator through the National Training Complaints Hotline: <https://www.education.gov.au/NTCH>
- Understanding and resolving complaints provides an opportunity to improve our training and assessment services.

DEFINITION OF A COMPLAINT

A complaint can be defined as a person's expression of dissatisfaction with their engagement with any aspect of our services, including:

- Our operations, such as enrolment and administrative processes and learning management
- Our staff, such as trainers/assessors and support staff
- The learning environment, including the behaviour of other learners
- The quality of training or assessment provided
- Any service provided by a third party we have engaged, such as training resources and facilities
- For any complaints on assessment results or appeals on the complaint resolution process please see the *appeals process*.

HOW TO LODGE A COMPLAINT

You are able to contact your dedicated project specialist on 1800 700 712 directly or at ask@turningpoint.consulting

We would encourage the complainant to attempt to resolve the complaint informally prior to lodging a formal complaint.



PROCEDURE

1. The complaint is received either verbally or in writing from the complainant
2. Both oral and written complaints are acknowledged in writing within three days of the receipt of the complaint.
3. The complaint is recorded in the Student management system (Jobready) against the learner or employer that has raised the complaint as a file note.
4. The file note is to be marked as a complaint and put into an 'open' status. This file note is then assigned to the relevant department manager.
5. Complaints are to be actioned within 5 days and we aim to reach a resolution within 20 days
6. The department manager informs those involved of the allegations and they are provided with the opportunity to present their side of the manner.
7. The department manager investigates the complaint and documents their findings on the complaints form.
8. A file note report is sent to the managers weekly for follow up, in addition to this any complaints are raised during the client update meeting
9. In the instance where a complaint is not resolved within 60 calendar days the complainant will be informed in writing of the status of the complaint, including the reasons why additional time is required and the expected timeframe for resolution. The complainant is updated in the progress of the resolution process, in writing, every seven calendar days
10. Complaints that can't be resolved are to be referred to an external party for mediation. Momentum Consulting (Qld) uses:

Dispute Settlement Centre
Address: 4/456 Lonsdale St Melbourne 3000 (GPO BOX 4113)
Phone: 9603 8370 (Free call, STD areas only - 1800 658 528)
Email: dscv@justice.vic.gov.au
Website: <http://www.justice.vic.gov.au/disputes>
11. Each month the Director of Operations will table complaints *Learner Complaints Register* to review and identify the root cause of any issues or problems at the monthly Exec meeting. These root causes are addressed through Momentum Consulting (Qld)'s continuous improvement processes in order to eliminate or mitigate the likelihood of occurrence.