

Complaints Policy

1. Purpose

MindChamps Academy is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, MindChamps Academy is required to have a policy and processes in place to manage and respond to allegations involving the conduct of staff, contractors, and students.

This policy is based on providing and maintaining training and assessment services that are fair and reasonable and afford a forum where issues or inadequacies can be raised and resolved. This process provides opportunity for complaints to be recorded, acknowledged and dealt with in a fair, efficient and effective manner.

The object of this policy is to ensure that MindChamps Academy staff and contractors act in a professional manner at all times. This policy provides students with a clear process to register a complaint. It ensures all parties involved are kept informed of the resulting actions and outcomes.

2. Policy Statement

MindChamps Academy acknowledges the students' right to lodge a complaint when they are dissatisfied with the training and /or assessment services and experiences that they have been provided by MindChamps Academy. MindChamps Academy will ensure that students have access to a fair and equitable process for expressing complaints, and that MindChamps Academy will manage the complaint with fairness and equity.

In doing so, MindChamps Academy:

- has written procedures in place for collecting and managing complaints in a constructive and timely manner,
- ensures that these procedures are communicated to all staff, third party partners and students,
- ensures that all necessary documentation and resources are in place to enable students to submit a complaint,
- ensures that each complaint and its outcome is recorded in writing; and
- ensures that customer complaints and their outcomes are fed into continuous improvement initiatives.

3. Policy Principles

3.1 Principles

In managing complaints, MindChamps Academy will ensure that:

- The principles of natural justice and procedural fairness are adopted at every stage of the complaint process.
- The complaints policy is publicly available.
- There is a procedure for making a complaint.
- Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- Complaints will be resolved on an individual case basis, as they arise.
- All students have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided or the behavioural conduct of another student.
- All complaints are acknowledged in writing and finalised as soon as practicable.
- The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation, and conciliation.

- The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- Final decisions will be made by the CEO of MindChamps Academy or an independent party to the complaint.
- The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third-party review will be advised to the complainant.
- If the complaint will take in excess of 60 calendar days to finalise MindChamps Academy will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- Victimisation of complainants, respondents, or anyone one else involved in the complaint resolution process will not be tolerated.
- All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the student in any current of future training.

3.2 Types of Complaints

A complaint may include allegations involving the conduct of:

- MindChamps Academy, its trainers, assessors, or other staff; or
- A student of MindChamps Academy.

4. MindChamps Academy Responsibilities

The CEO of MindChamps Academy is the Complaints Resolution Officer. The CEO may delegate responsibility for the resolution of the complaint if necessary. Details concerning the scope of the Complaints Policy are to be clearly displayed throughout the organisation and contained within the Staff Induction Process, Student Handbook and MindChamps Academy website.

5. Process

5.1 Complaints

If a student has a complaint, they are encouraged to speak immediately with the trainer/assessor to resolve the issue. If the complainant is not satisfied that the issue has been resolved they will be asked to complete a Complaints Form, to lodge a formal complaint. MindChamps Academy will then investigate the complaint and advise the complainant of the outcome.

If the complainant is not satisfied with the outcome they may write to the CEO, setting out in detail the issue of concern. This may lead to occasions where an industry-training representative may be invited to act as an objective party in order to negotiate a satisfactory resolution.

5.2 Complaints Process

All complaints shall follow the below process:

Step 1	Learner advises they wish to make a formal complaint
Step 2	Learner completes a Complaints Form (available from student support)
Step 3	The complaint is received (from student support) and entered into the Complaints Appeal Register.
Step 4	The complaint is referred to the College Manager. Note: If the College Manager is party to the complaint, they will not take part in any discussions or decisions made and the matter will be referred to the CEO, who will replace the College Manager in the following steps.
Step 5	The College Manager meets with the Learner to discuss their complaint. The Learner has the right to have someone else accompany them at all meetings held to discuss their complaint.
Step 6	The College Manager discusses the complaint with all relevant parties in an attempt to resolve the matter.
Step 7	The College Manager discusses the complaint with the CEO if relevant.
Step 8	The College Manager (with the CEO, where relevant) makes a decision about the complaint.
Step 9	The College Manager communicates the decision to the Learner in person and in writing.
Step 10	The College Manager advises the Learner that they have the right to appeal the decision if they are not satisfied with the decision.
Step 11	All relevant documents (the form submitted and copies of correspondence) will be placed on the Learner's file.
Step 12	If necessary, the College Manager will complete an Opportunity for Improvement Form to identify any improvements that need to be considered by senior management at the next available Quality Management Meeting.

6. Access & Equity

The MindChamps Academy Access & Equity Policy applies. (See Access & Equity Policy)

7. Records Management

Records of all complaints and their outcomes are maintained securely. Records of complaints include:

- How the complaint was dealt with.
- The outcome of the complaint.
- The timeframes for resolution of the complaint.
- The potential causes of the complaint; and
- The steps taken to resolve the complaint.

8. Monitoring and Improvement

All complaints practices are monitored by the CEO MindChamps Academy and will be discussed at Management Review Meetings with areas for improvement identified and acted upon. (See Continuous Improvement Policy)

ANNEX A: Complaints Process

