

Complaints Policy



**AUSTRALIAN
HEALTHCARE**
QUALIFICATIONS & TRAINING

Complaints & Appeals Policy

Complaints Policy

Purpose

To ensure that:

- Australian Healthcare Qualifications & Training follows the principles of fairness and natural justice in dealing with all complaints and grievances;
- students have a clear understanding of the steps involved in reporting a complaint or grievance;
- reassure students that any complaints or grievances will be taken seriously.

Policy

All students of Australian Healthcare Qualifications & Training have the right to raise any complaints or grievances without fear of retribution or threat to continuation of service.

All students will be provided with assistance in reporting complaints or grievances.

All complaints or grievances will be treated seriously and will be responded to quickly and confidentially.

A secure record will be kept of all complaints, grievances or appeals and maintained and a copy placed into the individual client file.

Australian Healthcare Qualifications & Training recognises the right of all students to seek the assistance of an external organisation to resolve the complaint, grievance or appeal.

All complaints and grievances will be treated as opportunities for improvement and actioned as part of Australian Healthcare Qualifications & Training Continuous Improvement.

Complaints & Appeals Policy

Advice to students

The Student Handbook will:

- Refer to the Complaints Policy
- Provide information on how to submit a complaint

Upon request, staff will:

- Explain to students the steps involved in submitting a complaint or grievance
- Provide the contact details for the Complaints Officer
- Provide a Complaints Lodgement Form

Local Level Resolution

Australian Healthcare Qualifications & Training encourages open communication and an environment of trust. Any person with a complaint or grievance is encouraged to raise the matter directly with the other party concerned.

If the matter has resulted from a classroom or training incident, the participant should attempt to resolve the issue through discussion with the trainer at the end of the session.

Resolution by Management

Should the matter remain unresolved, the client is encouraged to submit a Complaints Lodgement Form.

Complaints will be handled by an appropriately designated person depending upon the nature of the complaint, staff availability and the staff member/s referred to in the complaint.

You may also choose to lodge a complaint with the RTO registering body, VRQA by calling 1300 722 603 or with the relevant state Training Ombudsman.

A copy of the Australian Healthcare Qualifications & Training Complaint Policy will be supplied on request or is available from our website.