



Connect 'n' Grow[®]

REDESIGNING EDUCATIONAL PATHWAYS

RTO 40518

Complaints Policy	
What	<p>A policy outlining the complaints process and responsibilities therein.</p> <p>A complaint is generally negative feedback about services or staff, which has not been resolved. A complaint may be received by Connect 'n' Grow[®] at any time and does not need to be formally documented by the complainant in order to be acted upon. Submitting a documented complaint will guarantee the process outlined herein.</p> <p>Complaints may include, but are not limited to, poor student support services, the quality of the training, student support and materials, discrimination and sexual harassment.</p>
When	<p>A complaint may be made at any time; however, where the complaint relates to a specific incident (e.g. poor service or behaviour), Connect 'n' Grow[®] encourages the complainant to lodge a formal complaint as soon as possible following the occurrence.</p>
Who	<p>Complaints may be made by any person.</p>
Why	<p>A complainant has the right to make a complaint and expect Connect 'n' Grow[®] to resolve it in accordance with this procedure and potentially related legislative frameworks without prejudice or fear of reprisal or victimisation. Connect 'n' Grow[®] is committed to providing a fair complaints process in which complaints are responded to promptly and with minimum distress and maximum protection to all parties.</p>
How	<p>Before lodging a documented complaint, the complainant is encouraged to make an informal approach or appointment to discuss the matter with the individual/s involved (e.g. the trainer). Where is this not feasible or preferred, the complainant may request a Complaints Form from admin@connectngrow.edu.au or download the form from the Connect 'n' Grow[®] website.</p> <p>All documented complaints will be directed to the appropriate manager or heads of department.</p>

The respective manager will ensure that the complaint

- is added to the [RTO Complaints Register](#) and tracked for action
- is acknowledged within 5 working days of receiving the complaint
- is reviewed within 10 working days of receiving the complaint to evaluate the details and determine the most appropriate resolution options
- is responded to within 15 working days of receiving the complaint to update the complainant of the proposed resolution options or to advise where the process is up to, what resolution steps have been taken and what steps are still in progress
 - for complex complaints requiring extensive resolution time (e.g. requiring investigation), a weekly update will be communicated to the complainant until such time as a proposed resolution has been made.

Natural Justice and Procedural Fairness

Connect 'n' Grow® is committed to a fair, unbiased, equitable and efficient process. All parties will be informed of the allegations and given an opportunity to respond. Ideally, the complaint will be resolved through discussion and conciliation.

- Where a complaint is unable to be resolved in this manner, Connect 'n' Grow® may appoint an appropriate external and independent mediator.
- Where a complaint is of a criminal nature, appropriate authorities will be notified and follow the subsequent legal processes.

Independent Review

Where an external and independent mediator is required to be appointed, details of the current process will be provided for review. Additionally, the mediator will give each party an opportunity to formally present their case directly.

After all information has been presented, the mediator will evaluate all of the information provided and rule the most appropriate determination to resolve the matter. The decision of an independent mediator will be considered final and not eligible for further appeal.

Outcomes of the complaint process will be documented and signed by all those involved.

Secure Storage of Records

All documentation relating to complaints will be electronically stored (scanned and saved where required) for audit purposes.

Relationship to Continuous Improvement

The handling of complaints may highlight a need for continuous improvement within the organisation. Any substantiated complaint will also be further investigated to determine potential corrective and or preventative actions to remedy standard practices and processes.

Intentional awareness

Students are made aware during the Student Induction that they can make a complaint via the CnG Hub (which directs them to the appropriate form on the Connect 'n' Grow® website). This is also outlined in the Student Handbook: *Complaints & Appeals*.

Additional Relevant Links

[Complaints Form](#)

[Appeals Policy](#)

[Complaints about Training Providers](#)

Relevant Standards for Registered Training Organisations 2015

[Clause 6.1 - 6.6](#)

Skills Assure Supplier Audit Evidence Requirements (VET Investment Programs)

[SAS Evidence Guide](#) (Version 1.0: Effective 31 March 2021)

Sections:

- Complaints and Disputes (p. 42-43)