



## Overview

The complaint policy provides guidelines for clients, employers, apprentices, staff and students who wish to make an informal or formal complaint about the provisions of PEER VEET services, procedures and facilities or the conduct of staff and others (students / apprentices/ stakeholders). This policy is in relation to complaints that are non-academic in nature.

This complaints policy is not intended to undermine or lessen the value or importance of the Training and Skills Development Act or any Award or Enterprise Agreement that may be in place at the time. Neither is it intended to undermine the right of staff or apprentices/students to consult directly with their Union or any other representative.

For the purpose of this policy, a complaint is considered to be an expression of a grievance, resentment or displeasure about a decision, service and or product that is not resolved by the normal procedures of communication between PEER VEET and the complaining party. These situations may cover such normal day to day questions relating to work environments, WHS issues, conduct of PEER VEET and its host employers, staff or administrative procedures or policies carried out by PEER VEET.

At all times PEER VEET will ensure the privacy of the parties involved in a complaint as much as legally possible, to minimise the grounds of possible defamation action and to facilitate a positive complaint resolution process.

For more information on privacy please refer to ***CORP-1100 Privacy Policy***

## Policy details

PEER VEET is committed to implementing an effective and transparent complaint resolution policy and procedure that, where possible, is managed promptly and involving all necessary parties. It focuses on a rapid re-establishment of good working relationships and positive outcomes.

This policy is in accordance with the following:

- Training Skills and Development Act 2008
- Standards for Registered Training Organisations 2015 (Standard 6.1 – 6.6)
- National Standards for Group Training Organisations 2006 (Standard 1.3, 1.4, 1.6, 4.1)

## Glossary:

**CEO:** Chief Executive Officer

**Complaint:** A grievance, resentment or displeasure about a decision, service and or product

**Confidentiality:** The process of ensuring that the privacy of the parties involved in the complaint is protected as much as legally possible.

**Defamation:** The making of false statements about another person's or organisation which in turn damage their reputation. A defamatory statement may be either verbal and or written



**GTO:** Group Training Organisation

**Mediator:** A person who assist parties in their dispute while staying impartial to any party involved

**Non Academic matters;** Non Academic matters include those matters in which do not relate to students' progress, assessment course content or completions and awards.

**PEER VEET:** Plumbing Electrical, Electronic, Refrigeration, Vocational Education Employment and Training

**RTO:** Registered Training organisation

**Victimisation:** The act or acts of treating someone unfairly due to the fact they have made a complaint or because they are subject to a complaint

### **Enabling Complaints**

PEER VEET values and is committed to the effective management of complaints and views all complaints as valuable feedback on our products and services.

As a customer you are able to make an informal or a formal complaint. If you are not satisfied with the outcome of an informal complaint you may lodge a formal written complaint which will need to provide factual accounts of the issues or events. Formal complaints will be actioned by the relevant PEER VEET Manager.

### **Appeals**

At any time throughout the Complaint procedure the complainant can appeal the outcome of the resolution. All appeals of any resolution of a complaint will immediately be forwarded to the CEO for investigation.

### **Appeals in Assessment decisions.**

Appeals in Assessment decision is not outlined in this policy and requires a specific procedure when seeking resolution. This policy and procedure can be found in the following policy

### ***RTO -1010 Assessment Appeals policy***

### **Responsibilities**

All parties involved in a complaint resolution process should ensure that discussions are limited to the details of the complaint and that they act within their role in using the Client Complaints Resolution Procedure. It is expected that all parties maintain confidentiality.

**Clients** should:

- Be familiar with the Client Complaint Resolution Procedure
- Only make genuine and accurate complaints.



- Provide formal complaints in writing using the ***Customer Complaints and Appeal Form CORP-0010*** in a clear and concise manner

Relevant **PEER VEET staff** have the responsibility to:

- Ensure confidentiality;
- Act within the constraints of legal obligations to disclose information;
- Ensure as far as possible that there is no victimisation of complainants, witnesses or anyone involved in the complaints resolution process;
- Ensure that all complaints, where formal complaint resolution is sought are forwarded immediately to the relevant Manager.

**Managers** in addition to the above have the responsibility:

- To ensure accessibility of the complaint resolution policy and procedure to all PEER VEET staff and clients
- To treat all complaints seriously and investigate as required
- To follow the principles of natural justice (The complainant is given the opportunity to be heard and respond to the issues, and the person making the decision is impartial, and can reasonably be seen to be so.)
- To ensure that feedback mechanisms are available to clients;
- Handle complaints in a respectful and mindful manner. Managers must stay objective and collect facts where possible, while ensuring confidentiality
- When the occasion arises act as a mediator
- Refer complaint to the CEO if the complaint cannot be resolved at this level.

**CEO** has the responsibility to:

- Provide staff with the opportunities for necessary training in regards to handling complaint within the organisations processes
- Respond to any complaint that cannot be resolved at the Managers level
- Refer clients to other relevant governing bodies when required

## **Complaints Procedure**

### **Step 1 (Informal complaint)**

Raise matter directly:

- RTO clients by talking to your Trainer or the appropriate RTO administration staff.
- GTO Host Employers by contacting your allocated Field Officer. If unresolved contact the Manager Employment Services directly.
- Finance/Accounts matters by contacting the Manager Finance and Administration.



- PEER VEET general feedback by emailing [reception@peer.com.au](mailto:reception@peer.com.au) or write to us at:

**PEER VEET Inc**  
**PO Box 2160 Port Adelaide BC**  
**Port Adelaide SA 5015**

### **Step 2 (Formal complaint)**

- RTO

If you feel the Trainer or staff member has not resolved your issue you may raise a formal complaint by completing a **Customer Complaints and Appeal form CORP-0010** or providing a written letter and forwarding to the Manager Training Services.

- GTO

If you feel the staff member has not resolved the issue to your satisfaction you may raise a formal complaint by completing a **Customer Complaints and Appeal form CORP-0010** or providing a written letter and forward it to the Manager Employment Services.

When raising formal complaints use as much detail on the issue or event as needed to ensure the matter is dealt with appropriately. All written complaints and relating documentation must be documented in a clear and concise manner.

The **Customer Complaints and Appeal form CORP-0010** is available in any format upon request.

### **Step 3**

You will receive acknowledgement of receipt of your written complaint within 5 business days.

Once the complaint has been acknowledged the complaint and its details will be documented on the **Complaints Register CORP-0016**.

### **Step 4**

The complaint will be investigated and you may be contacted for more information. Once an outcome has been reached, you will be advised.

Where PEER VEET considers that more than 60 calendar days are required to process and finalise the complaint PEER VEET will inform the complainant in writing including the reasons why more than 60 calendar days are required and provide regular updates to the complainant on the progress of the matter.



## Step 5

If your issue has still not been resolved it will then be forwarded onto the CEO. Alternatively we ask you to contact the CEO on

(08) 8348 1200

## Step 6

If the matter is still unresolved or you wish to seek an external appeal of the resolution outcome, you may be referred to or you may contact the appropriate governing body for advice, information or conciliation.

Customers will be encouraged to resolve any complaint and or appeal through PEER VEETs existing compliant handling procedure.

## Supporting governing bodies

### 1. Training Services (RTO):

#### ***WorkReady***

Level 4, 11 Waymouth Street  
Adelaide SA 5000  
Infoline: 1800 506 266  
Email: [dsdworkready@sa.gov.au](mailto:dsdworkready@sa.gov.au)

#### ***The Office of the Training Advocate***

Ground Floor West  
55 Currie Street, Adelaide  
Office hours:  
Monday to Friday 8:30am - 5:30pm  
Free Call 1800 006 488  
This number is monitored after hours  
Email: [trainingadvocate@sa.gov.au](mailto:trainingadvocate@sa.gov.au)  
Website: [www.trainingadvocate.sa.gov.au](http://www.trainingadvocate.sa.gov.au)

#### ***Australian Skills Quality Authority (ASQA)***

<http://www.asqa.gov.au/complaints/making-a-complaint.html>

#### ***National Training Complaints Hotline***

Phone: 13 38 73  
Monday to Friday 8:00am - 6:00pm  
Email: [skilling@education.gov.au](mailto:skilling@education.gov.au)

### 2. Group Training Services (GTO):

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Last modified: 29/10/2015

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### ***Traineeship and Apprenticeship Services (TAS)***

Free Call: 1800 673 097

Email: [dsd.tas@sa.gov.au](mailto:dsd.tas@sa.gov.au)

Website: [www.skills.sa.gov.au/contact-us/traineeship-and-apprenticeship-services](http://www.skills.sa.gov.au/contact-us/traineeship-and-apprenticeship-services)

### **3. Privacy Information:**

#### ***Office of the Australian Information Commissioner (OIAIC)***

Free Call: 1300 363 992

If calling from outside Australia: +61 2 9284 9749

For assisted contact: <http://www.oaic.gov.au/about-us/contact-us-page>

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

Fax: +61 2 9284 9666

#### **Finalising complaint**

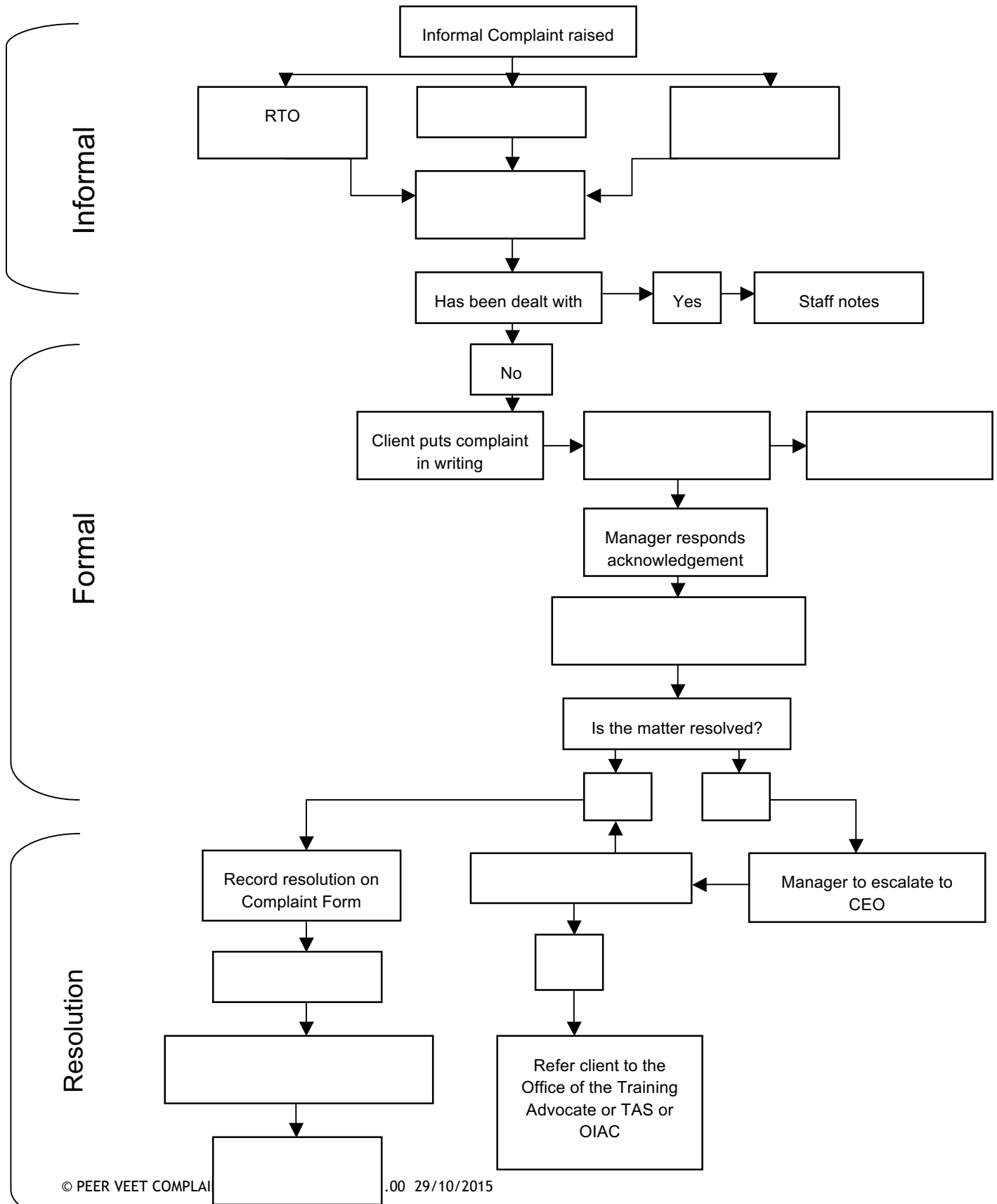
Where the resolution is in favour of the customer PEER VEET will strive to satisfy the customer as soon as practical and within a reasonable timeframe.

#### **Related policies, procedures and documents.**

- CORP-011 Privacy Policy procedure
- CORP- 0010 Complaints and appeal form
- CORP-0016 Compliant register
- RTO-1010 Assessment Appeals policy



Complaint Flow





## REVIEW OF POLICY

This policy will be reviewed every year from the date of endorsement or as circumstances require with consideration to its effectiveness and ongoing suitability.

### DOCUMENT REVISION / AUTHORISATION HISTORY

Date	Description of Amendment	Prepared By	Authorised
15/2/11	Supersedes - 502 - Grievance Policy 30 November 2007	A Humphries	M Boyce
02/01/13	Update OH&S to WHS – new legislation.	A Johnstone	M Boyce
Oct 2015	Supercedes Grievance Policy 2/1/13	V Heading	M Boyce