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RTO REGISTRATION NO. 0182



## COMPLAINTS & GRIEVANCES POLICY Clients

### 3CM Policy & Procedure Vocational Education and Training (VET)

Printed copy is an UNCONTROLLED document

Version	9
Status	Revised May 2019 to reflect national standards currently in operation. The implementation of this policy supersedes all previous versions of this policy.
Approval Body	Board of Management (on recommendation of SRTO2015)
Effective Date	5 June 2019
Next Review Date	May 2020
Owner	Managing Director

### POLICY

3CM encourage client's organisations with a complaint or grievance to speak with the Facilitator involved as a first action. 3CM believes that most complaints can be resolved by communication and feedback. Should this not resolve an issue the following process is to be implemented:

### PROCEDURE

- The complaint should be lodged in writing within 7 days of the initial approach to Facilitator. Please address the complaint to the Learning & Development Specialist (LDS).
- The Learning & Development Specialist will assess the validity of the complaint and a statement of how the result was arrived at will be communicated to the client in writing within 7 days of receipt of complaint.
- If the client is unhappy with the result of the complaint, they may ask for the complaint to be escalated to the RTO Managing Director for further consideration. The Managing Director would reconsider and inform the client of the result and a statement of how the result was arrived at in writing within 7 days.
- Where the RTO (3CM School of Management) considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO:
  - i. Informs the complainant or appellant in writing, including reasons why more than 60 days are required, and
  - ii. Regularly updates the complainant or appellant on the progress of the matter.
- The client is able to appeal the decision by the company and in these instances the complaint would be referred to the appropriate agency for external mediation. These may include:
  - i. Equal Opportunity Commission of WA (<http://www.eoc.wa.gov.au/complaints-inquiries>)
  - ii. Ombudsman Western Australia (<http://www.ombudsman.wa.gov.au>)
- All complaints will be confidential and handled in accordance with 3CM Privacy Policy.
- All complaints are to be recorded in the Complaints Register (3CM Complaints/Grievances Register) the information recorded should show Complaint or Grievance, appeal and outcome.
- All complaints and grievances should be seen as an opportunity to review 3CM procedures and policies and use the information received to address continuous improvement and risk management issues. The Managing Director will review the Complaints Register at regular intervals to ensure awareness of issues as they arise.

Authorising Officer

**Chris Godwin**  
Managing Director