

| Procedure     | Complaints - RTO             |                 |          | 2.2.1g |
|---------------|------------------------------|-----------------|----------|--------|
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| Authorised by | CEO                          | Authorised Date | Feb 2020 |        |

## Definition

Alzheimer's WA continuously seeks feedback to maintain a quality improvement process. We have a fair and equitable process for dealing with participant grievances that are associated with the training. Participants are encouraged to, wherever possible, resolve concerns or difficulties informally with the person concerned. All issues are kept confidential. Details will not be shown to a third party without the participant's permission.

## Procedure Steps

### Informally:

Participants are encouraged to discuss any concern directly with the trainer to ensure a speedy resolution. The trainer will ensure feedback is given to the complainant to ensure they have understanding of the outcome.

If a resolution is not possible informally the student may choose to make a formal complaint.

We acknowledge everyone's right to express their opinion about our services.

We will provide clients and the community with the opportunity to influence the way Alzheimer's WA works through meaningful engagement.

We will provide an opportunity for concerns to be raised and addressed in ways that ensure fairness, accountability and transparency.

No client will lose services, face threatened or actual retribution, or be disadvantaged in any way because they have made a complaint to Alzheimer's WA.

Complaints provide valuable feedback about the level of satisfaction with our services.

We are committed to resolving complaints at the earliest opportunity, in a way that respects and values a person's feedback.

We receive complaints not only about the actions of our staff, but also the actions of our partner organisations. Where our services are contracted, we expect our partners (subcontracted service providers) to have an accessible and comprehensive complaint management system.

### Formally:

Complaints may be submitted via an Alzheimer's WA Feedback Form, or online at the Alzheimer's WA website [www.alzheimerswa.org.au](http://www.alzheimerswa.org.au) or may be submitted in writing to Education and Training Manager, PO Box 1509, Subiaco WA 6904.

- » The receipt of the complaint will be acknowledged within 24 hours (working day) either by the address or email, whichever is provided.
- » All complaints will be entered on the Alzheimer's WA Feedback register.
- » The Education and Training Manager will assess the complaint, determine the outcome and inform the complainant within 14 working days.
- » The Education and Training Manager will ensure the principles of natural justice and procedural fairness is adopted at every stage of the process.
- » If a complaint cannot be processed and resolved within 14 working days the complainant will be advised of this in writing and going forward, kept up to date of the progress of the resolution.
- » If a complaint cannot be processed and resolved within 60 days the complainant will be notified in writing including the reasons why.
- » If a complaint cannot be resolved within 60 days, it will be referred to the Chief Executive Officer of Alzheimer's WA.

## Resolution

The Education and Training Manager/Chief Executive Officer will work to resolve the complaint with the student to their satisfaction, working within the budgetary and legal restraints under which Alzheimer's WA operates.

If a student is satisfied this is the end of the complaint process.

If resolution cannot be achieved the complainant may choose to contact the National Complaints Hotline on 13 38 73 Monday – Friday 8.00AM to 6.00PM or email [NTCH@education.gov.au](mailto:NTCH@education.gov.au).

Please note: Your call will be directed to Skilling Australia which covers vocational education and training matters. For concerns and complaints regarding vocational education and training, select option 4.

## Legislation

Standards for Registered Training Organisations 2015

## Related Documents

- » 6.1.2a - Feedback Policy
- » 6.1.2b - Feedback Form
- » 6.1.2c - Feedback Procedure

| Revision History |   |             |                 |
|------------------|---|-------------|-----------------|
| Date             | Summary of Revisions                          | Revision No | Revised By      |
| 8/10/2018        | Document Created                              | 1.0.0       | Sharon Richards |
| Feb 2020         | Additional Procedure Information added by CEO | 2.0.0       | S Richards      |
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