

4.8 Client, Customer and Stakeholder Complaints, Grievances Policy

4.8.1 Definitions

Grievance - a grievance is a less formal concern raised on the initiative of a student, client, customer or other stakeholder. It is not written down or submitted in a formal way to management by the person raising the grievance. A grievance remains a grievance unless or until it is written down by the complainant and submitted to management for consideration and action.

Complaint – is documentation of a grievance in a formal way at the initiative of the complainant. It signals that a grievance already raised through the less formal approach has not been resolved to the complainant's satisfaction and that the person concerned wants management to formally manage and respond to the complaint.

External Complaint – is where a complainant lodges a formal complaint about the service or conduct of the Group, one of its entities or any of its personnel with an external entity with competent jurisdiction to receive, investigate and respond to a complaint lodged with it. There are many such bodies depending upon the issue involved. The Group Policy documents the competent authorities and the contact details for a complainant to lodge their complaint with the relevant authority. See section 4.8.4 (e) for details.

4.8.2 Policy

1. All grievances and complaints are taken seriously by management in all entities in the Group.
2. Where a less formal grievance is raised at the initiative of a student, client, customer or other stakeholder, management expects the staff member or manager receiving the grievance to seek to resolve the grievance through direct communication with the person raising the grievance and seek to resolve the matter if they can. The grievance would not normally be documented by the employee or manager receiving the informal grievance where the matter is resolved through this process.
3. If the grievance is not resolved to the person's satisfaction, the staff member or manager concerned must advise the person raising the concern of their right to initiate a formal complaint and provide them with the relevant forms and information about the process and their rights, and that management would examine and seek to respond to and/or resolve the subject of their complaint.
4. Where any manager or employee receives a formal written complaint, they must immediately inform the CEO by email and provide the CEO with a copy of the complaint. The CEO will determine which manager will investigate the complaint or otherwise manage the handling of the complaint.
5. In such circumstances, the person raising the formal written complaint shall be informed of any rights they might have to exercise their rights to access a relevant external complaint process.
6. Any formal complaint received will be handled fairly and based on the principles of natural justice. Natural Justice means the right to be given a fair hearing, the opportunity to present your case, and the right to have a decision made fairly by any decision maker.
7. There will be no victimisation as a result of making a complaint or supplying information to an investigation or other person with a role in this procedure. The provisions of our Whistle Blower Policy (section 6.22) will apply where applicable.
8. The resolution of all complaints will commence within 24 hours of a formal complaint being lodged.
9. The complaint will be handled confidentially as far as possible and all parties to a complaint will have the option of nominating a support person to be present where any interview with them is

conducted.

10. Complainants will be kept apprised of the progress of our management of and response to the complaint on a regular basis by the manager responsible for investigating the complaint.

Scope

This policy applies across all areas of the YUPI Group and its entities.

Responsibilities

VET Students or other clients

Students are responsible for raising any issues which impact on their training or participation with Challenge Employment and Training Ltd or Blueprint Employment and Training Inc as appropriate.

The Academic Appeal Policy outlines the process for students to have a result reviewed. See section 5.8.

4.8.3 Managing a Grievance

a) Local Level Resolution by the Trainer/Supervisor

We encourage open communication and an environment of trust. Therefore, any person with a grievance is encouraged to firstly raise the matter directly with the other party concerned. A meeting should be requested, at which time the matter in dispute can be raised and a resolution sought. The trainer or supervisor will take all reasonable steps to resolve the matter.

b) Grievance Resolution by Line Manager or Team Leader

Should the matter remain unresolved following discussions, the person raising the grievance or the trainer/supervisor is encouraged to refer the matter to the manager of the area. The relevant manager will consider the grievance and take over the organisational response and seek a satisfactory.

c) Resolution by Organisation's General Manager or CEO

Should the person raising the grievance be dissatisfied with the resolution, they are encouraged to contact the General Manager in writing for consideration and due intervention, as necessary, in order to reach an objective solution to the matter in dispute. At this point the grievance becomes a formal written complaint.

The General Manager or other senior manager responsible for investigating and responding to the complaint will acknowledge the complaint in writing within 24 hours, outlining the actions being taken and timeframe for a response.

All formal complaints will be heard and addressed as soon as is practicable and within 14 days of receipt. Where circumstances prevail and a complaint will not be finalised within this period the organisation will advise the complainant in writing.

d) Resolution by CEO Arbitration

Should the matter remain unresolved or at the complainant's request, the Group Chief Executive Officer will be the final internal arbiter to review the complaint and suggest an amicable solution.

e) External Complaints

Nothing in these policies or procedures prohibits a client from raising a complaint of discrimination or harassment with a competent external authority such as the Anti-Discrimination Commission Queensland. Clients should be given direction to the Commission's website <http://www.adcq.qld.gov.au/complaints/making-a-complaint>

VET Students may Contact the Department of Education and Training on 1800 210 210 for apprentices and trainees or 1300 369 935. Other clients will be advised of the contact detail for the funding authority for the applicable employment or other program.

Unresolved disputes in consideration to the quality of training may be reported to the Australian Skills Quality Authority on 1300 701 801.

Complaints Register

The Group will maintain a Complaints Register which contains the following details:

1. Date of Complaint
2. Complainant
3. Nature of Complaint
4. Manager responsible for Managing the complaint
5. Details of any requirement to notify external body
6. Status of Resolution stages (included dates where action was taken at each stage including notes on who took the action and any additional comments):
 - Being Investigated
 - Resolution Proposed
 - Details of Resolution
 - Details where not resolved
 - Further action to be taken

Approved	30 June 2017	Whole Part Review Date	30 June 2018
Authorised by	Boards	Responsibility	CEO and Leadership Team
Initial Approval	CEO	Version	1.0

