

6. AOT Concerns and Complaints Policy

Policy Name:	AOT Concerns and Complaints Policy		
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Authorising Officer:	Chief Executive Officer		
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Related Legislation & Guidelines	Standards for Registered Training Organisations (RTOs) 2015 Privacy Act 1988 Privacy Amendment (Enhancing Privacy Protection) Act 2012 Australian Human Rights Commission Act 1986 National Vocational Education and Training Regulator Act 2011		
Scope	Course Type	All	
Version Updates	Version 1	Policy Implemented	18/05/2015
	Version 2	Updated to reflect current business practices	18/05/2016
	Version 3	Minor updates to wording	08/08/2018
<p>Communication:</p> <p>AOT's policies, procedures and guidelines are saved in a PolicyDoc (cloud based document management system) which is accessible by all relevant staff. Updates are communicated to staff through our knowledge management system. Updates are communicated to students via announcements in our Learning Management System.</p>			

1. Purpose

AOT is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (RTOs) 2015. As such, AOT is required to have a policy and processes in place to manage and respond to all concerns and complaints within a designated timeframe.

This policy provides opportunity for concerns or complaints to be recorded, acknowledged and dealt with in a fair, efficient and effective manner.

The object of this policy is to ensure that AOT staff act in a professional manner at all times. This policy provides clients with a clear process to register a complaint. It ensures all parties involved are kept informed of the resulting actions and outcomes.

2. Policy

AOT acknowledges the student's right to lodge a concern if they are dissatisfied with the training and/or assessment services and experiences that they have received from AOT. If unsatisfied with the response the student has the right to lodge a complaint in accordance with AOT's Concerns and Complaints Procedure (refer to Student Handbook).

AOT will ensure that students have access to a fair and equitable process for expressing concerns and complaints, and will manage the complaint with fairness and equity.

AOT ensures that:

- a) there are written procedures in place for collecting and managing concerns and complaints in a constructive and timely manner;
- b) these procedures are communicated to all staff, third party partners and clients;
- c) all necessary documentation and resources are in place to enable clients to submit a complaint;
- d) concerns and complaints, and their outcome is recorded in the Concerns and Complaints Registers; and
- e) when appropriate student concerns and complaints which result in a change in process are included on the Continuous Improvement Register.

3. Policy Principles

In managing concerns and complaints, AOT will ensure that:

- a) The Concerns and Complaints Policy is publicly available.
- b) Concerns and complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- c) Concerns and complaints will be resolved on an individual case basis, as they arise.
- d) The complaint resolution procedure is based on the understanding that no action will be taken without consultation using a process of discussion, co-operation and conciliation.
- e) If the concerns and complaints process fails to resolve the complaint, or the complainant is not satisfied with the outcome of the complaint the matter may be referred to ASQA or an independent third party for review, at the request of the complainant.

4. Related Forms and Documents

AOT's Document Register outlines all the forms and documents that relate to this policy. The Document Register is saved within PolicyDoc and is accessible by all relevant staff.

5. Quality and Continuous Improvement

All policies, procedures and processes are reviewed on an annual basis. This policy will be formally reviewed on the date set out in the version control table at the beginning of this document.

AOT reserves the right to review and update policies, procedures and processes at any time outside of the formal review cycle, as required by:

- a) changes in regulatory, statutory, or contractual obligations,
- b) results of internal quality assurance processes,
- c) feedback received from staff.

Any recommendations to improve this document must be submitted to ceo@aot.edu.au.