



## COMPLAINTS AND GRIEVANCES POLICY AND PROCEDURE

Brighten Careers Institute Australia has developed a formal complaints and grievances policy and procedure to:

- The handling of complaints and grievances by student/clients and the process to be initiated by Brighten Careers Institute Australia to address these.
- Reassure clients, customers and staff that any disputes or grievances will be taken seriously, handled professionally and confidentially in order to achieve a speedy resolution
- Ensure that clients, customers and staff have a clear understanding of the steps involved in the Organisation's grievance policy
- Provide clients, customers and staff with contact details of public, independent authorities who may assist in the event of a dispute or grievance.

This procedure applies to all persons enrolled with or seeking enrolment with Brighten Careers Institute Australia for the delivery of training services as well as those employed by or contracted to Brighten Careers Institute Australia for the delivery of training and administrative duties and/or provision of support services.

### Responsible parties

The delegated officers are responsible for the control and issue of this procedure.

### Definitions

A complaint or grievance is deemed to be dissatisfaction with the procedures, outcomes or the quality of service provided by Brighten Careers Institute Australia in relation to the following processes:

- Course advice and enrolment
- Training delivery
- Issue of results and certificates
- Other activities associated with the delivery of training services
- Issues associated with personal safety, equity and access to or in the training environment.

A complaint or grievance is deemed to be a formal complaint or grievance when it is made in writing to the relevant officer, or informal if directed verbally and in confidence to the Administration Manager/Officer.

An Student Support committee is established within the general management infrastructure of Brighten Careers Institute Australia and comprises at least of a Student Support Officer. The Support Staff will be appointed to resolution of the issue where no conflict of interest arises in relation to the complaint.

### Overview

Any complaint and/or grievance is to be recorded and the appropriate action taken. This is necessary to ensure that the organisation's systems & services meet the needs of our customers. Complaints and/or grievances may come to the company in two main ways – Verbal & Written

Please follow the procedures listed below for both types:

### Verbal Complaints

1. Complete a blank complaint/ grievance form.
2. Complete all compulsory fields outlined in the document.
3. Write down in brief the contents of the complaint or grievance on the document.
4. Any immediate commitment or follow up action should also be clearly written to ensure the clients expectations are met.
5. Any correspondence related to that complaint or grievance is to be copied and attached to complaint/grievance forms.
6. Ensure all fields in the register are completed.

### Written Complaints/Grievances

1. Attach a blank complaint/grievance form to the written complaint /grievance.
2. Complete all compulsory fields on the complaints/ grievance form.
3. Any correspondence related to that complaint or grievance is to be attached to the forms.
4. All complaints/grievances received in writing are to be replied to, using a standard acknowledgement letter.

**IMPORTANT:** Complete all documents in a neat and tidy manner in clear and legible writing

Once the matter is resolved it is the responsibility of the chairman of the meeting to mark the complaints/ grievance register as finalised.

\*NB All documentation in relation to the complaint / grievance is to be attached to the complaint/ grievance form.

**Policy Statement** Brighten Careers Institute Australia shall ensure that:

- This policy requires Brighten Careers Institute Australia to implement processes to deal with complaints in a constructive manner and to offer appeal processes where satisfactory resolution has not been achieved.
- All clients, customers and staff are aware of the Brighten Careers Institute Australia Complaints and Grievances Process and their right to take their complaint or grievance to an independent body if they wish to do so.
- All complaints received will be given top priority and consideration with full attention to details with the objective of immediate solution and amicable settlement to all parties concerned.
- Resolution to any dispute between aggrieved parties will be addressed informally and in an open and trusting environment.
- All complaints and processes implemented to achieve satisfactory resolutions are to be documented. All actions/decisions made in relation to the matter are also to be documented and feedback regarding the decision/resolution agreement forwarded in writing to relevant parties.

All students, staff and stakeholders who have dealings with Brighten Careers Institute Australia are to be advised of this policy and the processes available to resolve complaints. Materials/information provided on this matter must demonstrate the organisation's commitment to manage matters fairly, equitably and as efficiently as possible.

All reports of complaints arising through customer dissatisfaction with training services or relevant organisational operations are to be documented, forwarded and held by the Administrative Officer.

Any quality system amendments arising from grievance/complaints matters must be monitored by the Academic Manager.

Brighten Careers Institute Australia must ensure through the implementation of its procedures that:

- All employees/contractors and prospective students will be provided with a copy of the complaints grievance policy and procedure.
- All complaints or grievances will be handled professionally and confidentially in order to achieve a satisfactory resolution.
- All parties will have a clear understanding of the steps involved in the complaints and grievances procedure.
- Each appellant/complainant will be provided with the opportunity to present his or her case at each stage of the process.
- All complaints will be managed fairly, equitably and as efficiently as possible.



- All discussions relating to complaints and grievances are to be recorded in writing and the appellant/complainant provided with a written statement of the outcomes, including reasons for the decision.
- Brighten Careers Institute Australia will provide trainers and/or students with details of external authorities that they may approach with respect to their grievance if required.
- Brighten Careers Institute Australia will endeavour to resolve any complaint and grievance referred to it by any of the involved government agencies within 28 working days of its receipt of the complaint.
- This policy provides an avenue for most complaints and grievances to be addressed. However, in some cases, alternative measures may need to be explored.

#### **Complaints and Grievances Process Local Level Resolution – Teacher/Lecturer**

Brighten Careers Institute Australia encourages 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, by the learner, at which time the matter in dispute can be raised and a resolution sought. A formal discussion will be held with the relevant trainer, trainee, Student Support Officer or administrator about the grievance in an attempt to resolve the issue. A Student Interview form will be filled out including all necessary information about the issue/ grievance.

#### **Resolution by Academic Manager**

Should the matter remain unresolved following the above, the complainant or Student Support Officer is encouraged to contact the Academic Manager. The Academic Manager will consider the grievance and recommend a resolution.

#### **Resolution by Brighten Careers Institute Australia – Managing Director**

Should the matter remain unresolved following the above, the Academic Manager is encouraged to contact Brighten Careers Institute Managing Director, for consideration and due intervention, as necessary in order to reach an objective solution to the matter in dispute.

#### **Resolution by Arbitration**

Should the matter remain unresolved Brighten Careers Institute Australia MANAGING DIRECTOR or Academic Manager may appoint an independent arbiter visitor to review the dispute and suggest an amicable solution.

#### **Resolution by External Authority**

- If the matter is unable to be resolved at this level, the complainant can formalise the complaint and the written complaint/grievance can be lodged. At this level the complainant should be given an opportunity to present his or her views in person to the external authority, in support of the complaint/ grievance. A student representative can provide advocacy support at this level. The outcome is to be reported and forwarded in writing to the complainant within seven days of the hearing.
- If the grievance is still unresolved, it may be referred to the MANAGING DIRECTOR of Brighten Careers Institute Australia and seek the advice of an independent authority external mediator is arranged and is skilled in dispute resolution processes.
- All complaints must be acted upon by Brighten Careers Institute Australia where the complaint is found to be substantiated.
- All complaints that are substantiated must be dealt with within the risk management strategy as means to correct and improve the processes giving rise to complaints.

#### **Recording**

##### **Complaints requiring some form of mediation**

In addition to recording complaints or grievances, the Complaints and Grievance Form must be raised by any staff member or client of Brighten Careers Institute Australia:

- Where specified policies, procedures or service quality has not met expectations or requirements
- Where a need for improvement to policies, procedures or service delivery is identified by any means



### **Complaints of a less serious nature**

Brighten Careers Institute Australia treats all complaints as serious. At the same time, some complaints are not accompanied by a client/customer expectation that punitive action will be taken.

In such cases the documentation required is as follows

- Where a client has raised the complaint, it should be noted how serious the issue is deemed on the complaints and grievances form
- A Student Interview Form should be filled out if further information needs to be collected.

### **Storage of documents**

- All documentation relating to a formal grievance will be stored physically and in soft copy.
- Once a formal grievance has been resolved, all documentation should be marked as such.
- Electronically filed documentation shall be password protected with limited access.

### **Feedback to complainant**

Feedback will be given to persons who make complaints in a number of ways. These include

- Informing the complainant of the outcome of a Complaint where one has been raised.
- Verbal feedback, where debriefing meetings take place.
- Written advice of the resolution of the complaint made to the complainant within 28 days of the resolution of the matter.

### **Associated Documentation**

- Student Complaints and Grievances Form
- Student Interview Form

### **Complaints and Grievances (Training related matters)**

Students may raise any matters of concern relating to training delivery, the quality of learning, student's amenities, discrimination, sexual harassment and other issues that may arise.

The Complaints and Grievance Policy and Procedure provides an avenue for most complaints, concerns and appeals to be addressed.

### **Our Commitment**

Brighten Careers Institute Australia welcomes feedback and suggestions from employers or students on our services. All complaints and grievances are recorded, acknowledged and dealt with fairly, efficiently and effectively. A student's enrolment will not be affected by suspension or cancellation while the complaints and appeals processes are being conducted.

### **Complaints Process (Training related matters)**

Students, who feel they may have been unfairly treated, may follow the procedures listed below:

- If the emergency is related to Bullying and Harassment, students are advised to contact the Student Support Officer on 02 9223 6658
- The student should firstly discuss the matter with their teacher (where appropriate). If they are not satisfied, the student may request to escalate the matter to the Student Support Officer.

The Student Support Officer contacts the student within 48 hours to confirm receipt of form, discusses the circumstances with the relevant personnel, and then will make a decision.

The student is contacted within 10 working days to let them know the decision that has been made. The student has 5 working days to respond to formal decision.

The student may request a face to face meeting with the Academic Manager to formally present his or her case in appeal of the decision of the Student Support Officer. Once this meeting has occurred, the Academic Manager will respond in writing within 24 hours.

A written statement of the appeal outcome, including reasons for the decision will be documented and provided to student.



Where a complaint or grievance cannot be resolved through discussion and conciliation, Brighten Careers Institute Australia acknowledges the need for an appropriate external and independent agent to mediate between the parties.

The student may also request for this.

Brighten Careers Institute Australia will contract such a person as and when required. The cost for an independent agent to review and make a decision on the appeal is at no cost to the student.

**Complaints and Grievances Policy & Procedure *Preamble***

In order to assess the grievance in a fair and equitable manner it is important that the appellant follows the procedures as laid out below. The organisation policy is briefly described in the student/trainee booklet.