

Complaints Relating to Trainers or Training Courses

This document forms part of the Integrated Quality Management System Suite

1. Authority

PARASOL Quality Management System

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Table of Contents	Page
1. Authority.....	1
2. Purpose & Scope.....	2
3. Definitions.....	2
4. Accountabilities.....	3
5. Procedure Requirements.....	3
6. Related Documents & References.....	4
7. Superseded Documents Table.....	4

2. Purpose and Scope

The purpose of this Procedure is to describe the arrangements for how complaints about trainers and training courses will be handled.

This process takes place upon receiving a complaint and concludes when the complaint has been resolved.

3. Definitions

All terminology in this procedure is taken to mean the generally accepted or dictionary definition.

4. Accountabilities

The Chief Executive is accountable for this procedure. Accountability includes authorising the procedure, monitoring effectiveness and performing a formal document review.

Direct reports to the Chief Executive are accountable for ensuring the requirements of this procedure are implemented within the area of responsibility.

5. Procedure Requirements

- 5.1. Appeal received and referred to the RTO Quality and Compliance Officer
 - 5.1.1. Concerns and comments are to be reviewed within 7 days
 - 5.1.2. Trainer concerned interviewed in relation to the complaint
 - 5.1.3. Report of interview and outcome to be recorded on Trainers File
 - 5.1.4. Letter sent to complainant informing of decision
- 5.2. Complaint not resolved
 - 5.2.1. A suitably qualified independent person will be appointed to arbitrate
 - 5.2.2. A meeting convened between all parties at a suitable time to all parties
 - 5.2.3. Minutes of the meeting to be recorded and signed by all parties and filed
 - 5.2.4. If the complaint is still unresolved the complainant will be informed, in writing, of the opportunity to lodge the complaint with the relevant training body ASQA (Australian Skills Quality Authority)

6. Related Documents & References

- Appeal meeting minutes' pro-forma
- Assessment Answer Sheet

7. Superseded Documents

Trainer Complaints	Version 1.4	30/06/2012
Trainer Complaints	Version 1.4	30/09/2014
Trainer Complaints	Version 1.4	30/09/2016
Complaints relating to Trainers	Version 3.0	18/02/2018

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