

Complaints and Grievances



Process Guide

Date this procedure was last updated	02.2021
Date of next review	02.2022
Who is responsible for procedure	RTO Manager
Version	V1

Djaringo offers all students and clients the opportunity to make a complaint. The complaint and grievance process is viewed as an opportunity for continuous improvement. Students and clients are encouraged to contact Djaringo to raise any complaints/grievances and are assured that the complaint/grievance will be dealt with in an efficient and effective manner, equitably, confidentially and ensure impartiality is maintained. We will ensure that all parties are kept up to date with the progress or actions taken and that the process is documented with accurate records maintained.

- 1.0 Where a Student/Client is not satisfied with the actions or services of Djaringo, they can lodge a complaint/grievance. All complaints/grievances will be attended to in a reasonable time frame once formally received. A complaint/grievance form is available from the Administration office.
- 2.0 Djaringo will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the process.
- 3.0 If a student or client is dissatisfied with the actions or services of Djaringo, they should discuss these concerns with their Trainer/Assessor, in the first instance. If this resolves the matter, no further action is necessary.
- 4.0 The Trainer/Assessor, may make note of the issue and ensure that the reason for the concern may be rectified or clarified to reduce future misunderstandings (noted on the Continuous Improvement Register).
- 5.0 Where the issue is not resolved, it would be recommended to complete a formal complaint/grievance in writing or via the Complaint/Grievance Form. The completed form should be forwarded to the Administration office.
- 6.0 Upon receipt of the complaint/grievance, a responsible staff member will be appointed to interview persons involved in the allegations and review any documentation involved. A determination will be made and actions to be undertaken.
- 7.0 The outcomes of this review will be communicated in writing to the party who lodged the complaint.
- 8.0 If the party remains dissatisfied with the review and proposed actions, the matter will be referred to the RTO Manager and/or Chief Executive Officer (CEO) of Nirrumbuk Aboriginal Corporation for review.

Complaints and Grievances



8.1 The RTO Manager and/or CEO will assess the determination and provide further options for resolution, in writing.

9.0 Should any of the parties be dissatisfied with the proposed outcome, an independent mediator, who is independent of all, maybe engaged to review the determination and propose an outcome.

9.1 The mediator would be required to declare their independence and all costs associated with would be borne by Djaringo.

10.0 All documentation in relation to the complaint/grievance will be recorded in the Complaints and Grievance Register and all documentation retained in accordance with Djaringo' s business practices.

10.1 Upon finalisation of the complaint/grievance any actions arising will be documented in the Continuous Improvement Register.

11.0 A complaint/grievance may be withdrawn at any stage of the process. If withdrawn, it is deemed to be closed.

Related processes and documents

- Complaint and Grievance Form
- Complaint and Grievance Flow Chart
- Complaints and Grievances Register
- Continuous Improvement Register