

Complaints Policy and Procedure

Policy

CELA provides a complaints policy and procedure in line with the Standards for Registered Training Organisations (RTOs) 2015. Staff at CELA, RTO will make sure that all students are aware of the complaints process at several points in the enrolment process. Information on the policy and procedure is provided publicly.

Scope of Policy

The Manager, RTO will ensure that trainers and other CELA staff are familiar with the procedures for complaints and that they will use this policy and procedure to support the student experience, in the fairest way.

Procedure

All formal complaints must be submitted in writing (i.e., by filling out the Complaint Form). CELA has ensured that complaint forms are easy to read and complete. Information obtained through the complaint form allows CELA to manage and respond to allegations involving the conduct of:

- ▶ CELA staff, trainers, assessors, and other parties involved
- ▶ A student of the RTO.

CELA will respond to all complaints within **30 calendar days** of receipt. The Manager, RTO will convene the complaint committee. The complaint committee will consist of a panel of members with no previous involvement or vested interest in the outcome of the particular complaint. Members of the committee will include:

- ▶ A representative of CELA management

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Related Policies & Procedures

- ▶ Appeals Policy and Procedure

- ▶ A CELA training staff member
- ▶ A person independent of CELA.

The complaint committee will inform all parties involved of the outcome in writing via email or in writing.

For complaints with added complexity, and for example, in the instance where the review is conducted by independent parties, the resolution may take longer, hence, the complainant will be notified in writing if the resolution of complaints will take longer than 60 calendar days. Also, the reasons for the delayed resolution will be provided in writing to the complainant. CELA's management will maintain a complaints register to document the course of action and resolution of all formal complaints. All complaints including feedback substantiated by the complaints procedure will be reviewed as part of the CELA's continuous improvement procedure.

- ▶ It is a normal procedure that all formal complaints are lodged in writing by completing the Complaint Form. Complaints forms are available on the CELA's website, www.cela.org.au to all persons (i.e., CELA staff, trainer/assessor, students, stakeholders) wishing to make a complaint. If required, CELA staff will assist you in filling out the form.
- ▶ After being in receipt of the complaint form, complainants will receive an acknowledgement email that the complaint has been received by the RTO staff. Complainants will receive the final resolution outcome by way of writing within 30 Calendar days. Complainants will be informed by way of writing if the resolution will take longer than 60 calendar days.
- ▶ If the complainant is not satisfied with the resolution of the complaint, the student may contact ASQA and lodge a written complaint against CELA.