



COMPLAINTS HANDLING POLICY AND PROCEDURE

Complete Hospitality Training is committed to providing a fair and transparent complaint handling process.

What is a complaint?

A complaint is generally negative feedback about services, processes or people, which have not been resolved at the time of the interaction.

Scope

This policy applies to and may involve issues concerning the conduct of:

- Complete Hospitality Training as an organisation, its trainers, assessors or other staff;
- third party's services provided on behalf of Complete Hospitality Training, its trainers, assessors or other staff;
or
- a learner of Complete Hospitality Training.

This policy has a broad application and is relevant to complaints that may be made by a learner or other stakeholders. A complaint may be made by an employer about Complete Hospitality Training or by the trainer about the conduct of the learner. Throughout this policy we refer to the person making a complaint as simply the complainant.

Early resolution of complaints

In all cases, issues that arise during training and assessment that are the source of complaint or are in dispute should, where practicable, be resolved at the time they occur between the persons involved. It is often the case that complaints can be avoided by proper communication and respect between persons involved.

Relationship to continuous improvement

Frequently, the complaints handling process will expose weaknesses in the training and assessment or administrative system that can flow into the continuous improvement system as opportunities for improvement. This outcome of complaints handling is very positive and should be actively applied by all persons involved. It is for this reason that complaints received from stakeholders should be seen in a positive light and as opportunities for improvement.

Making a complaint

The complaints policy must be publicly available. This means that the complaints policy and procedure must be published on the Complete Hospitality Training website.

A complaint may be received by Complete Hospitality Training in any form and does not need to be formally documented by the complainant to be acted on. Complaints may be made by any person.

To make a complaint, the person is recommended to complete the Complete Hospitality Training Complaint Form. This form is available via our website or can be obtained from the Complete Hospitality Training office.



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The completed complaint form is to be submitted to the Training Manager either in hard copy or electronically via the following contact details:

- Level 3, 28 Elizabeth Street, Melbourne VIC 3000
- info@chtmelbourne.com.au

If a complainant has any difficulty accessing the required form or submitting the complaint to Complete Hospitality Training, they are advised to contact the Training Manager immediately at the following phone number:

- 03 9654 1554

Complaint handling procedure

Complete Hospitality Training will apply the following procedure to its complaints handling:

- A complaint may be received in any form (written, verbal) although persons seeking to make a complaint are recommended to complete the complaint form which is available to them on the website. There is no time limitation on a person who is seeking to make a complaint.
- A person who makes a complaint must be **provided a written acknowledgement** as soon as possible and **not later than 24 hours** from the time the complaint is received. This acknowledgement is intended to provide the complainant assurance that Complete Hospitality Training had received the complaint and will review the relevant issues and provide a response as soon as practicable. The acknowledgement must inform the person that they will receive a written response within 14 days and explain the complaint handling process and the persons rights and obligations.
- A written record of all complaints is to be kept by Complete Hospitality Training including all details of lodgement, response and resolution. The complaints register within VETtrak is to be used to record the details of the complaint and to maintain a chronological journal of events during the complaint handling process. Records relating to complaint handling must be stored securely to prevent access to unauthorised personnel.
- A complainant is to be provided an opportunity to formally present his or her case at no cost.
- Each complainant may be accompanied and/or assisted by a support person at any relevant meeting.
- Where a complaint is made about or involves allegations about another person, Complete Hospitality Training is obliged to inform this person about this complaint or allegation and provide them the opportunity to respond and present information in response to the issues raised. This may be achieved through direct meetings or meeting via an electronic means. Complete Hospitality Training must maintain a detailed record of these meetings in the form of a record of conversation. At all times information must be handled sensitively and treated in confidence. Persons involved in a dispute or complaint should be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.
- Where a complaint is received by Complete Hospitality Training which involves allegations about alleged criminal conduct, Complete Hospitality Training is to recommend the person making the complaint refer the matter to the relevant State or Territory Police Service.



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- The handling of a complaint is to commence within **seven (7) working days** of the lodgement of the complaint and all reasonable measures taken to finalise the process as soon as practicable.
- The complainant is to be provided a written response to the complaint, including details of the reasons for the outcome. A written response must be provided to the complainant within **fourteen (14) working days** of the lodgement of the complaint.
- Complaints must be resolved to an outcome within **sixty (60) calendar days** of the complaint being initially received. Where Complete Hospitality Training General Manager considers that more than 60 calendar days are required to process and finalise the complaint, the General Manager must inform the complainant in writing, including reasons why more than 60 calendar days are required. As a benchmark, Complete Hospitality Training should attempt to resolve complaints as soon as possible. A timeframe to resolve a complaint within thirty (30) calendar days is considered acceptable and in the best interest of Complete Hospitality Training and the complainant. A complainant should also be provided with regular updates to inform them of the progress of the complaint handling. Updates should be provided to the complainant at a minimum of **two (2) weekly intervals**.
- Complete Hospitality Training shall maintain the enrolment of the complainant during the complaint handling process.
- Decisions or outcomes of the complaint handling process that find in the favour of the learner shall be implemented immediately.
- Complaints are to be handled in the strictest of confidence. No Complete Hospitality Training representative is to disclose information to any person without the permission of Complete Hospitality Training General Manager. A decision to release information to third parties can only be made after the complainant has given permission for this to occur. This permission should be given using the Information Release Form.
- Complaints are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the complaint handling process. This means that the complainant is entitled to be heard with access to all relevant information and with the right of reply. The complainant is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not consider irrelevant considerations. Further guidance on principles of natural justice and procedural fairness can be accessed at the following link: [Principles of Natural Justice and Procedural Fairness](#)
- Complaint handling procedures should conclude with an analysis of the circumstances to identify any opportunities for improvement.

Students may also contact the National Training Complaints Hotline on 13 38 73 or by following the email complaint process for the Hotline at www.education.gov.au/NTCH