

# Complaints Policy

## 1. Purpose

To enable students and community members to raise a complaint at Global Skills Development and ensure that all complaints raised are managed in a fair, consistent and timely manner for the complainant(s) and the respondent(s).

## 2. Scope

This policy applies to all complaints raised by GSD students and members of the community.

## 3. Principles

- a. All GSD students and community members have the right to make a complaint, regarding anything they feel is unreasonable or unfair.
- b. Complaint issues should first be raised by completing a GSD complaint form which is then forwarded to a GSD manager who will acknowledge and manage the complaint.
- c. Where appropriate, complaints will be resolved at the lowest level of management, however GSD recognises that some complaints are most appropriately dealt with at a more senior level.
- d. If a student chooses to raise a complaint, the student's enrolment or academic progress will not be jeopardised.
- e. The complainant and respondent are entitled to fair, respectful and timely resolution of complaints in accordance with the principles of natural justice and procedural fairness.
- f. All parties to a complaint will be informed of the complaint, the specific allegations being made, and all parties will be given the opportunity to respond to any allegations made.
- g. GSD will acknowledge all complaints within 48 hours of receipt, and complainants will be advised of the proposed timeframe for resolution within 1 week.
- h. Unless a complaint is unusually complex or involves allegations of misconduct, we will achieve resolution of a complaint within 4 weeks of the complaint being lodged. If it is not possible to achieve resolution within this timeframe, the complainant will be advised of this and will be kept informed of the progress of the matter in writing.
- i. Complaints will be managed in accordance with the *GSD Privacy Policy*. This means that all personal information collected by GSD is used only for the purpose it is collected and will only be shared on a need-to-know basis.
- j. Anonymous complaints will be addressed, however there may be limited outcomes for matters raised this way.
- k. The complainant can withdraw a complaint at any time during the process. However, depending on the nature of the complaint, GSD may be required to continue with its enquiries.
- l. Students have the right to contact or lodge a complaint with external organisations at any time, including requesting independent review of an existing complaint. The following complaints handling services provide free and impartial external appeals processes which complainants may choose to access:

- a. The relevant State Ombudsman has jurisdiction to investigate administrative actions undertaken by RTOs. Generally, the Ombudsman only investigates claims once all internal complaints avenues have been exhausted.
- b. The Australian Human Rights Commission can investigate complaints of discrimination or breach of human rights. Students may contact the Commission at any time.

#### 4. Roles, responsibilities, and delegations

| Role   | Responsibility  |
|--|---|
| Compliance Support Officer and National Compliance Manager | Examine and manage each complaint professionally and without bias   |
| Trainers/Assessors   | Make learners aware of the complaints policy and processes.   |
| Global Skills Development employees                        | Read and understand the complaints policy and processes and assist people wishing to make complaints where possible |
| GSD Managers   | Acknowledge and respond to delegated complaints   |

| Information                     |  |
|---------------------------------|--|
| Approval Date                   | 06/07/2022   |
| Effective Date                  | 06/07/2022   |
| Review Date                     | 06/07/2023   |
| Policy Owner                    | National Compliance Manager  |
| Approving Authority             | CEO and Managing Director  |
| Legislation and Standards       | Standards for RTOs - 1.7, 5.4, 6.1-6.6<br>Age Discrimination Act 2004 (Commonwealth)<br>Children and Young People Act 2008 (ACT)<br>Disability Discrimination Act 1992 (Commonwealth)<br>Discrimination Act 1991 ACT<br>Human Rights Act 2004 (ACT)<br>Ombudsman Act 1989 (ACT)<br>Racial Discrimination Act 1975 (Commonwealth)<br>Sex Discrimination Act 1984 (Commonwealth)<br>Workplace Health and Safety Act 2011 (ACT)<br>Smart and Skilled operating guidelines |
| Related policies and procedures | Complaints process<br>Privacy Policy   |
| Related forms                   | Complaints form  |

#### Complaints Procedure

People wishing to make a complaint should use the GSD Complaints Form. This form is found either on the GSD website, or can be obtained by emailing [info@globalskillsdevelopment.com](mailto:info@globalskillsdevelopment.com)

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