

## Complaints & Feedback Policy & Procedure

### 1. INTRODUCTION

At GMS we are committed to the ongoing continuous improvement of the RTO and business functions in order to improve the quality of service delivery to our students and clients. We welcome all forms of feedback, including complaints and endeavour to create a safe environment in which stakeholders can make a complaint without fear of reprisal or other negative consequences.

### 2. Making a complaint or providing feedback

Any person including students and staff, can provide feedback or make a complaint directly to the GMS team in a way they feel most comfortable to do so. Here are a list of the following ways in which this may be done:

- Via our website using the contact us form [located here](#)
- Sending us an email to [admin@grayms.com.au](mailto:admin@grayms.com.au) or [loren@grayms.com.au](mailto:loren@grayms.com.au)
- Phoning 1300 906 003
- In writing PO BOX 2355 Ringwood North VIC 3134
- Via Student Course Feedback Form

#### Feedback

Positive feedback will be collated by administration to identify trends and identify areas of best practise which may be adopted in other areas of the business. Positive feedback will be reviewed annually by the GMS team, led by the Director.

If feedback contains opportunities for improvement, this feedback shall be recorded within the Continuous Improvement Register and handled by the Director to ensure appropriate correction or corrective action is undertaken.

#### Complaints

All complaints must be taken very seriously and acknowledged within 48 hours of receipt by the Director.

The Director will then follow the following process to manage and resolve the complaint:

1. Contact the person direct to ascertain further understanding of the nature of the complaint (where relevant) and identify key issues to be addressed. It is important to also offer support and ensure their wellbeing has been addressed. Steps undertaken will be documented in the Continuous Improvement Register
2. Where appropriate and with the consent of the complainant or person impacted by the complaint, a meeting can be arranged with the personnel involved to mediate a resolution. In circumstances where this is not appropriate (for example a complaint regarding bullying or harassment) the Director will mediate between the parties and undertake any relevant investigation that may be required to identify the root cause of the issue identified.
3. Director will be responsible to undertake appropriate actions to resolve the matter and meet the needs of the individuals. All complainants will be notified of the outcome formally in writing via email but must be consulted throughout the entire process.
4. Investigations undertaken involving staff must follow procedural fairness guidelines under employment law.

#### Conflict of Interest

Where a complaint has been made that relates to the performance or conduct of the Director, a third party will be appointed to undertake an objective and impartial investigation or resolution process, at the expense of GMS. This will protect the integrity of the complaints process and instil trust and confidence with our stakeholders.

Any conflict of interest will be documented in team meetings and identified in the Continuous Improvement Register.

#### Review

All complaints are reviewed at our Team Meetings and if appropriate will result in a continuous improvement activity.

We have a Complaints/Appeals form (F8B) that provides a record of the processes we would follow.

#### Appeals Policy & Procedure

Should a person feel that their complaint has not been resolved appropriately; an independent third party can be requested by either party to assist with the resolution. Third parties may include, but are not limited to, relevant training representatives, legal representatives, Consumer Affairs Victoria, Industry Skills Councils, etc.

### **Assessment Results**

Should you wish to appeal an assessment result whilst studying with Gray Management Systems, we encourage you to lodge your appeal in writing as soon as possible. You have two (2) weeks in which to lodge an appeal against a result.

All appeals are taken very seriously and will be handled within 48 hours of receipt.

Should you feel that your appeal was not handled appropriately; an independent third party can be requested by either party to assist with the resolution. Third parties may include, but are not limited to, relevant training representatives, legal representatives, Industry Skills Councils or VET professionals. Costs may be incurred by students to engage a third party for assistance.

All appeals will be documented by Gray Management Systems and outcomes of appeals will be provided to students in writing. All appeals are reviewed at our Management Review meetings and if appropriate will result in a continuous improvement activity.

We have a Complaints/Appeals form (F8B) that provides a record of the processes we would follow.

### **Complaints & Appeals Communication**

Should the resolutions to any complaints or appeals take longer than 60 calendar days, we will inform the complainant or appellant in writing as to the reasons why and keep all parties updated regarding progress of the matter.

### **Student Rights & Responsibilities, Access & Equity**

Gray Management Systems will ensure that students have the right to:

- receive training of a high standard that recognises individual learning styles & needs;
- all services offered by Gray Management Systems regardless of race, colour, educational background, gender, marital status, age, sexual preference, pregnancy, physical or intellectual impairment or religious beliefs;
- have their experience, knowledge and prior learning appropriately recognised through Recognition of Prior Learning to determine any training / assessment requirements;
- learn in an environment that is safe, clean and free of all forms of harassment and discrimination;
- be treated with respect and fairness;
- be advised of the learning outcomes as well as assessment tasks for the course chosen prior to its commencement;
- appeal the results of an assessment;
- efficient handling of all administrative matters, i.e. enrolments, processing of fees, etc.
- confidentiality, privacy and security of their records.

Students of Gray Management Systems are responsible for:

- reading the Student Handbook and ensuring that it is understood;
- accepting the conditions of enrolment for the courses they undertake;
- providing accurate information at time of enrolment and to advise of any changes;
- paying of all fees and charges associated with their course;
- abiding by copyright and plagiarism laws and legislation;
- recognising the rights of other students as well as staff and behaving in an appropriate manner towards them;
- regular attendance of class and being punctual
- completion of training and assessment activities within agreed timeframes;
- reporting any injuries or incidents of harassment or discrimination immediately to Gray Management Systems staff

## **3. DOCUMENTATION**

Risk Management Matrix  
Continuous Improvement Register  
Staff Meetings Agenda  
Internal Audit Schedule