

Compliments Complaints Appeals Policy and Procedure

This policy outlines the commitment of Guild Training to providing learners with the best possible learning opportunities and at the same time acknowledging the principles of continuous improvement. Guild Training recognises that from time to time there may be reasons for some dissatisfaction and welcomes feedback as an opportunity to review and improve the practices of Guild Training. Guild Training acknowledges that members, course participants, staff and other stakeholders have a right to raise concerns and have them addressed promptly and appropriately. Guild Training equally values compliments from all stakeholders.

Guild Training will deal with client complaints and appeals constructively and promptly and maintain written records of each matter and its outcomes. All learners and staff have the right to be heard and the right to an impartial decision, which will be free of charge. Complaints and appeals will be considered in a transparent and unbiased manner. Complainants have the right to appeal a decision.

A complaint or appeal may include, but is not exhaustive of the following:

- Course advice and enrolment
- Assessment and assessment decisions
- Suspension and/or cancellation of enrolment
- Training delivery
- Marketing and promotional material
- Personal safety
- Customer service and administration
- Learner progress and academic progress decisions
- Issue of results, certificates and/or statements of attainment
- Training and assessment resources
- Fees and charges
- Equity and access, discrimination, harassment and bullying

This policy and procedure has been developed by Guild Training as an all-inclusive document for delivery of training and assessment services in the state/territory Branches and should be read in conjunction with the individual state/territory Branch policies and procedures.

Procedure: actions and responsibilities

Action	Responsibility
<p>Despite all efforts of Guild Training to provide excellent services, complaints and/or appeals may occasionally arise that require resolution. The following procedures provide learners and other stakeholders with the opportunity to have grievances and appeals resolved and resolutions reached. The principles of procedural fairness shall apply at all stages of the complaint and/or appeal resolution process. Guild Training will not be affected by bias or conflict of interest and will act fairly and impartially.</p> <p>The policy is freely available and is published on the Guild Training websites, Pre-enrolment Handbook and Learner/Supervisor Handbook. Written information is provided in the policies and procedures, staff information Handbooks. Information regarding Compliments, complaints and appeals are communicated at the time of induction.</p>	<p>National Office State Branches</p>
<p>Compliments, complaints and appeals may be received internally from staff, learners or externally from stakeholders or members of the public by a variety of means, verbally during a face-to-face meeting or over the telephone, in writing, by e-mail or letter or as part of a survey or evaluation document.</p> <p>All compliments, complaints and appeals no matter the format, should be addressed using this procedure. The compliment, complaint or appeal should be recorded, actioned, and documented. In the event of a complaint or appeal the complainant and the Guild Training staff member need to be informed of the issue and the outcome. Compliments are to be recorded and the Guild Training Branch and staff member informed.</p> <p>Guild Training strives to deal with issues as soon as they emerge with an open view to attempt to resolve problems through discussion and conciliation in order to avoid further disruption or the need for a formal complaint. Guild Training will encourage the parties to approach a complaint or appeal with an open view to attempt to resolve problems through discussion and conciliation with an informal approach.</p>	<p>National Office State Branches</p>

<p>Learners, workplace supervisors, pharmacist, and other stakeholders who cannot resolve a complaint or appeal through informal means are asked to complete a Compliment, Complaint and Appeal form which is then forwarded to the Guild Training Manager.</p> <p>Once a Compliment, Complaint and Appeal form is received, it is to be entered into the National Compliments Complaints Appeals Register which is monitored by the Guild Training Manager and National Office. The information contained within the register is as follows:</p> <ul style="list-style-type: none"> • Submission date of compliment/complaint or appeal • Name of the person raising the compliment, complaint or appeal • Description or nature of the compliment, complaint or appeal • Date of the event which led to the compliment, complaint or appeal • Who has been advised and when • Determined resolution • Date of resolution • Attachments (if applicable) <p>If the learner, workplace supervisor, pharmacist or other stakeholder does not wish to complete the Compliment, Complaint and Appeal form this can be done by the Guild Training Manager.</p>	<p>National Office State Branches</p>
<p>Compliments</p> <p>On receipt of a compliment the Guild Training Manager is responsible for:</p> <ul style="list-style-type: none"> • Recording the compliment in the National Compliments, Complaints and Appeals Register • advising the staff member/s concerned • advising other parties where applicable • If necessary, the Guild Training Manager will record the compliment in the personnel file of the Guild Training staff member. 	<p>State Branches</p>
<p>Complaints and Appeals</p> <p>On receipt of a complaint or appeal the Guild Training Manager is responsible for:</p> <ul style="list-style-type: none"> • Recording the complaint in the National Compliments, Complaints and Appeals Register • advising the staff member/s concerned • advising other parties where applicable • If necessary, the Guild Training Manager will record the complaint or appeal in the personnel file of the Guild Training staff member. <p>The Guild Training Manager and Branch Director will investigate the issue and identify a solution to the problem. A strategy will be outlined to resolve the issues to the satisfaction of the learner, workplace supervisor, pharmacist, or other stakeholder.</p> <p>Upon resolution, the Guild Training Manager will:</p> <ul style="list-style-type: none"> • Provide the learner, staff member or stakeholder with a written response to their complaint, or appeal. • Document the action taken in the Compliment, Complaint Appeals Register. • All associated documentation related to this complaint or appeal will be retained by the National Office. • If applicable, the issue may result in a change to a policy, procedure, document, or process. If this is the case, continuous improvement documentation needs to be created and the continuous improvement policy and procedure followed. <p>Guild Training Manager acknowledges in some circumstance complaints maybe of a sensitive nature. Where required the issue will be recorded in the Compliments, Complaints and Appeals Register but the detail will be securely kept by the appropriate Guild Training Staff member.</p>	<p>National Office State Branches</p>
<p>Should the outcome not be acceptable, the Guild Training Manager will refer the matter to the National Office. The National Office will undertake negotiation with the State Branch and the complainant to identify a solution. If agreement is reached, the National Office will follow all documentation, recording and communication requirements as outlined above.</p>	<p>National Office State Branches</p>

<p>Where a complaint or appeal cannot be resolved through discussion and conciliation, Guild Training acknowledges the need for an appropriate external and independent agent to mediate between the parties. Where this is the case, the matter shall be referred to the following person/organisation at no cost to the learner:</p> <p>Australian Mediation Association Telephone: 1300 633 428 www.ama.asn.au/contact-us/</p> <p>The Australian Mediation Association will review the complaint or appeal and the subsequent decisions. Each appellant has an opportunity to formally present his/her case and is given a written statement of the appeal outcomes including reasons for the decision.</p> <p>The decision of the Australian Mediation Association is final and any further action the complainant wishes to take is outside Guild Training's policies and procedures. Should the outcome not be acceptable to the learner they will be informed in writing of the opportunity to lodge a complaint with the national regulator, Australian Skills Quality Authority (ASQA) or the State Training Authority.</p> <p>If agreement is reached the National Office will follow all documentation, recording and communication requirements as outlined above. Where a decision or outcome is in favour of the complainant, Guild Training shall follow the required action to satisfy the complainants grievance as soon as practicable.</p>	National Office State Branches
<p>The outcome of the complaint or appeal should be maintained. Written notes of outcomes, agreements and actions are to be kept at all stages of the process, including the informal state. On completion of a complaint or appeal, all hard copy records relating to any and every stage of the complaint or appeal shall be collated for appropriate filing and storage and maintained for seven (7) years.</p> <p>Any changes to processes or policies should be undertaken and actions documented in the Continuous Improvement Register. Guild Training adheres to their Privacy and Records Management policies to ensure documents are filed securely and only accessible to the necessary parties.</p> <p>Guild Training staff need to be informed about the outcome of a complaint and appeal.</p>	National Office State Branches
<p>No complainant or staff member should be subject to any detriment as a result of a complaint or appeal being made and/or heard. Complainants and respondents will not be subject to discrimination or harassment resulting from their participation in the process.</p> <p>Complainants and staff will observe strict confidentiality when dealing with all stages of the process. All the communications arising from the process, together with the proceedings of any meetings/hearings will remain confidential.</p> <p>Each complainant will have the opportunity to formally present his or her case and is given a written statement of the complaint outcomes, including reasons for the decision.</p> <p>Complainants and/or respondents have the right to be represented by a third person (such as a family member, friend, counsellor, or other professional support person) if they so desire.</p>	National Office State Branches
<p>National Office will maintain a Compliment Complaint and Appeal Register which will allow identification and detail of the complaints/appeals.</p>	National Office

<p>Guild Training will identify the timeframes that will apply to resolution of complaints and appeals, so that complainants know how long it should take to get a response at all stages of the process. This will minimise the chance of complainants referring their complaint to ASQA, which can incur additional costs.</p> <p>Where Guild Training or State Branch considers more than 60 calendar days are required to process and finalise the complaint or appeal, Guild Training will:</p> <ul style="list-style-type: none">• Inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and• Regularly update the complainant or appellant on the progress of the matter	National Office State Branches
<p>Guild Training will make our policy/procedure on compliments complaints and appeals publicly available by including them on all websites, both National and State Branched. Guild Training staff will review this policy/procedure as part of their onboarding and annual review.</p>	National Office State Branches
<p>The Compliments Complaints and Appeals handling process will be reviewed at least annually, in accordance with the Quality Assurance Schedule</p> <p>National Office and Guild Training Managers are responsible for monitoring compliments, complaints and appeals and the Compliments Compliant and Appeals Register.</p>	National Office State Branches

Associated documentation

Pre-Enrolment Handbook
Learner/Supervisor Handbook
Staff Induction Manual
Access and Equity
Compliment, Complaint and Appeal form
Compliment, Complaint and Appeal Register
Quality Assurance Schedule

Related topics

Continuous Improvement Policy

Authority

National Training Manager – 24.03.2009
National Training Manager – 15.06.2010
National Training Manager – 29.07.2011
Academy Compliance Manager – 21.10.2013
Academy Compliance Manager – 17.06.2014
Head – Guild Pharmacy Academy – 09.07.2016
Head – Guild Learning and Development – 03.05.2017
Head – Guild Learning and Development – 09.11.2019
RTO Compliance Manager – Membership, Learning and Development – 20.07.2020
National RTO Compliance Manager – 16.09.2022
National RTO Compliance Manager – 30.11.2022
National RTO Compliance Manager – 07.12.2022