



Policy E7 Complaints

Purpose:

Murray ACE acknowledges the right of all staff, students, management and committee members to a fair and non-discriminatory workplace and environment.

All personal information provided with the complaint are protected under the Privacy Act 1988.

At Murray ACE, we take all complaints/incidents very seriously and are committed to creating a safe and inclusive environment for all students. Our response to all complaints/incidents involves a clear process to ensure that concerns are addressed promptly and effectively.

Scope:

This policy relates to complaints brought by staff, students, parents or members of Murray ACE and applies to all matters relating to our RTO.

In some limited instances, we may need to refer a complainant to another policy or area if there are different processes in place to manage the issue including:

- Complaints and concerns relating to fraud and corruption will be managed in accordance with the department.
- Criminal matters will be referred to Victorian Police
- Legal claims will be referred to Management
- Responds with appropriate urgency based on the nature of the complaint, including management risks to children while complaints are investigated.
- Complaints and concerns relating to child abuse will be managed in accordance with our Child Safety Responding and Mandatory Reporting Policy.
- The appropriate steps are taken by the RTO to protect the child and other children from any continued risk of abuse.
- Murray ACE cooperates with law enforcement when necessary.
- Complaints against management can be directed to the RTO Board (Committee of Management)

Complaint Process:

Every effort is to be made to resolve the complaint at an informal level, through discussion between the appropriate parties, and the Centre Manager and/or Training Coordinator.

- In the event of a complaint which has not been resolved informally, a Complaint/Incident report Form which is available at Reception and is to be completed by the person with the complaint and passed on to the Centre Manager/Training Coordinator
- The Centre Manager/Training Coordinator is to convene a meeting between the parties with the aim of settling the complaint. There should be a minimum of 3 people present at this meeting; the Centre Manager/Training Coordinator has the right to decide who is to be present. Full meeting minutes are to be recorded and signed by all parties.



- The information provided will be treated with the utmost confidentiality. It will only be shared with relevant personnel involved in the resolution process and will not be disclosed to unauthorised individuals. Your privacy is important to us, and we are committed to ensuring a safe and respectful environment.
- You can expect a response to your complaint within **14 days** from the date of submission. If additional time is needed, you will be informed of the delay and the reason for it
- If the complaint remains unresolved it will be taken to the Committee of Management for review. Murray ACE Swan Hill Inc. may ask an outside agency to act as a mediator in determining matters.
- After the resolution of your complaint, a staff/CoM member will follow up with you within 7 days to assess your satisfaction with the outcome. We value your feedback and want to ensure that your concerns have been addressed appropriately.
- Complaints against management can be directed to the RTO Board (Committee of Management)

Statement and Actions for Student Safety:

Our goal is to cultivate an environment where all individuals feel safe, respected, and valued. We encourage anyone who witnesses or experiences racism, child abuse, or assault to report it using the Complaint/Incident form available at reception. Your concerns will be taken seriously, and we will act decisively.

Immediate Support

- We provide immediate support to individuals affected by incidents. Our services include and a safe, welcoming space where they can express their concerns without fear.

Investigation

- A comprehensive and impartial investigation will be conducted by designated staff. This process will include gathering all relevant information and interviewing witnesses, ensuring that every perspective is considered.

Confidentiality

- All reports of racism, child abuse, or assault will be handled with the utmost confidentiality. We are committed to protecting the privacy of all individuals involved, fostering an environment of trust throughout the investigation.

Consequences for Perpetrators

- If an investigation confirms that an incident has occurred, appropriate disciplinary actions will be taken against the perpetrator. This may include:
 - Adherence to Mandatory Reporting guidelines (Policy E34).
 - Temporary suspension or standing down of the staff member or student involved until further notice.

Communication

- We believe in transparent communication. The complainant will be informed of the investigation's outcome and any subsequent actions taken, within a reasonable timeframe, to ensure they feel supported and valued.



Prevention and Training

- To create a safer community, we will continue to provide ongoing training for staff and students focused on cultural awareness, anti-racism and child safety. These initiatives aim to empower individuals and prevent future incidents.

Review and Feedback

- We are committed to the continuous improvement of our policies and procedures. Regular reviews will be conducted to assess their effectiveness, and we will actively seek feedback from the community through surveys and feedback forms to enhance our approach.

If you have any questions about our process or need further assistance, please do not hesitate to reach out. Thank you for your commitment to maintaining a supportive and inclusive community for all.

Staff Complaints

All complaints from staff must be in a written format on the Complaint/Incident report form. Complaints can be made to the Centre Manager or the Training Coordinator.

- The Centre Manager/Training Coordinator is to convene a meeting between the parties with the aim of settling the complaint. There should be a minimum of 3 people present at this meeting; the Centre Manager/Training Coordinator has the right to decide who is to be present. Full meeting minutes are to be recorded and signed by all parties.
- The Centre Manager/Training Coordinator is not able to resolve the matter within 14 days, it was taken to the Committee of Management of Murray ACE.
- Murray ACE Swan Hill Inc. Committee of Management may ask an outside agency to act as a mediator in determining matters.

Complaints Against Management

Complaints against members of management at Murray ACE should be handled with transparency and professionalism. The following procedure outlines how to lodge such complaints:

- **Written Complaint:** All complaints against management must be submitted in writing using the Complaint/Incident Report Form, available at Reception.
- **Submission to RTO Board:** The completed form should be directed to the RTO Board (Committee of Management) for review. This ensures that the complaint is addressed at the appropriate level.
- **Initial Review:** The RTO Board will conduct an initial review of the complaint to assess its validity and determine the appropriate course of action.
- **Investigation:** If necessary, the RTO Board may initiate an investigation, which could involve interviews with the complainant, the management member involved, and any relevant witnesses.
- **Outcome Notification:** The complainant will be informed of the outcome of the investigation, including any actions taken or recommendations made by the RTO Board.
- **Confidentiality:** Throughout the process, confidentiality will be maintained to protect the rights of all parties involved, in accordance with the Privacy Act 1988.



- Further Action: If the complainant is dissatisfied with the outcome, they may request a review or seek further escalation within the appropriate channels.
- Support: Complainants are encouraged to seek support from designated staff or external agencies during the complaint process if needed.
- By adhering to this procedure, Murray ACE aims to ensure that complaints against management are addressed fairly and effectively, upholding the integrity of the organisation.

Grievances, Appeals and Complaints

The Centre Manager in consultation with the relevant teaching staff member and assessor is responsible for:

- Acting on any written appeal, complaint or grievance raised against an internal final assessment (for a unit or subject)
- Examining the merits of the appeal
- Setting out a corrective and preventive strategy
- Ensuring both the student and the assessor can have a fair hearing
- Recording all grievances and complaints in accordance with Murray ACE policy and procedures
- Ensuring all procedures have been followed
- Ensuring complaints and grievances are dealt with within appropriate timelines.

External Complaints.

- All external complaints against staff, trainers or students are to be in writing from the complainant. This will ensure we have all the correct information at the time of the complaint and that it can be forwarded to the relevant person for follow up/attention.

VRQA – Victorian Registration & Qualifications Authority

Murray ACE Swan Hill Inc is registered with the VRQA to deliver training in Victoria. If you have a complaint about breaches of standards including Child Safe Standards (CSS), assessment, staff, management and/or guidelines and have accessed the RTO's Internal complaints where a decision was made and you are not satisfied with that decision, you can visit the VRQA website for further information <https://www.vrqa.vic.gov.au/complaints/Pages/complaints.aspx>

Complaints hold providers to account and can improve the quality of our education and training system. We encourage students and parents to raise issues when they arise.

Initial Implementation Date: March 2010

Review Record

Related Documents or links [Complaint/Incident Report Form](#)



Date Endorsed by Committee of Management

24/09/24

Date of Review	Name & Position	
31/05/2018	Leanne Shannon-Kelson – Centre Manager	
28/10/2019	Leanne Shannon-Kelson – Centre Manager	Staff meeting with BM, DH, KZ and LSK
27/04/2020	Ann Murray – Training Coordinator and Compliance Officer	Staff meeting with BM, DH, KZ and LSK
20/10/2021	Ann Murray – Training Coordinator and Compliance Officer	Staff meeting with LSK
27/04/2023	Leanne Shannon - Kelson	Staff meeting with DR, OC, TA, and LSK
24/09/24	Leanne Shannon-Kelson Centre Manager - Endorsed by the CoM	CoM Meeting, all committee members
25/10/24	Leanne Shannon-Kelson Centre Manager - included Complaints against Management	Staff Meeting with DR, OC, DJ and LSK