



Complaint Policy and Procedure Trainer/Assessor

Complaint Policy (Trainer/Assessor):

As part of the TNL Consultants Pty Ltd's Program Provision, Policy and Complaints Procedures have been formulated for implementation.

TNL Consultants Pty Ltd protects the right to fair and equitable treatment for all trainers and assessors employed within the RTO.

The Complaints Procedures are the implementation strategies for this Policy.

DEFINITION OF A COMPLAINT FOR THE PURPOSE OF THIS POLICY

A complaint or question in respect of any matter affecting the relationship between the trainer/assessor and the trainee/group of trainees (course participants) or TNL Consultants Pty Ltd's Management.

Complaints may involve issues of training policy and processes and include matters such as appeals in regard to access, delivery strategies and fair dealings, assessment, recognition of prior learning and certification and working conditions.

It should be noted that these procedures are different to and separated from Sexual Harassment complaints procedures. A separate policy and procedure has been formulated to cover Sexual Harassment complaints.

Where a complaint arises an attempt shall be made by the aggrieved party and their manager to resolve the complaint at the local level to the satisfaction of all parties.

PRINCIPLES

- 1 Complaints should be handled as fair as possible using the consultative complaints procedure (see page three).
- 2 Resolution of Complaints should occur as quickly as possible.
- 3 Joint consultative mechanisms should be promoted at all times.

COMPLAINT PROCEDURES (TRAINER/ASSESSOR)

- 4 Confidential records of types of Complaints will be maintained and reported on a regular basis to the Management preserving confidentiality and security.
- 5 Complaints can be withdrawn at any time.
- 6 An aggrieved party can seek external advice or advocacy at any stage.
- 7 Records of Complaints and their outcomes must be made and are to be maintained so that they may be provided to internal and external auditors on request.

Trevor Little
Director
TNL Consultants Pty Ltd

COMPLAINTS PROCEDURE FLOWCHART

References:

Complaints and Appeals Policy ([RTO 024](#)).

Complaints and Appeals Log ([RTO 025](#)).

Complaints and Appeals (Training Participants). Refer to this process for timelines and steps to follow. ([RTO 027](#)).

A Seven Step Guide to using the Appeals Process has been developed to assist participants in lodging an appeal or a Complaint. ([RTO 057](#)).

Complaints are to be resolved at the local level wherever possible and where no resolution has been achieved then Complaints will need to be progressively referred to a more senior officer or external agency for equitable consideration and resolution.

STAFF OR CLIENT WITH COMPLAINT APPROACHES:

