



[RTO National Provider No: 32145]  
[ABN: 13 138 320 662 ACN: 138 320 662]

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## **STUDENT COMPLAINT POLICY**

### **PURPOSE**

While every attempt is made to ensure the products and services we provide to our students are of the highest quality, there can be occasions when students are dissatisfied. This policy is designed to provide a framework for handling these complaints to ensure transparency and accountability.

### **POLICY**

It is the policy of Health Industry Training that all complaints from students (excluding students enrolled through the VET FEE HELP scheme) will be investigated and a formal response provided to the complainant.

All students are to be handled with concern and respect by those to whom the complaint is registered and all continuing interaction with the complainant be undertaken by the General Manager of Health Industry Training.

### **PERSONNEL AFFECTED**

- All staff of Health Industry Training
- Individual students enrolled in a course offered by Health Industry Training who are not enrolled through the VET FEE HELP scheme.

### **PROCEDURE**

The following procedures are to be undertaken when handling student complaints:

- The complainant is to be kept informed at all times of the progress and result of any investigation or resolution to the complaint.
- The staff member receiving the complaint should not engage in any discussion with the complainant on the merits or otherwise of the complaint but simply explain the procedure that will be followed to address the complaint.
- The student complaint form is to be completed by the student and forwarded to the General Manager Health Industry Training who will decide whether the complaint requires further investigation.

- The General Manager or delegate will contact the complainant within 24 hours to explain the process of investigation if warranted and to ascertain what actions or results the complainant would like to see happen.
- Following investigation of the complaint the General Manager will respond to the complainant verbally where possible, to be followed up by a letter explaining the process of the investigation and the results.
- It will be the responsibility of the General Manager to determine any disciplinary action necessary against a member of staff and fully consult with the member of staff before any resolution of the complaint is finalised.
- Feedback from the complainant to determine whether they are satisfied with the way the complaint was dealt with is to be received from the General Manager.
- Information on the complaint will be included in that month's report to be given to management.
- Change in practice that led to the complaint should be implemented if relevant.

## **RESPONSIBILITIES**

- All staff to ensure their behaviour and service meets the appropriate level of professionalism expected of a staff member of Health Industry Training.
- All staff to report the complaint when received immediately.
- The General Manager of Health Industry Training is to progress the investigation and report back to the complainant.
- The CEO to progress the investigation and reporting back to the complainant on all complaints regarding the General Manager.

## **PUBLICATION**

This Student Complaint Policy will be made available to students and potential students through publication on the website ([www.healthindustrytraining.org](http://www.healthindustrytraining.org))

This Student Complaint Policy was agreed to and ratified by the General Manager, GP Links Wide Bay trading as Health Industry Training on 4 January 2013.

## **RELATED FORMS**

- Student Complaint Form