



GLOBAL COLLEGE AUSTRALASIA

RTO No. 45088 CRICOS CODE: 03564F

Moore St Campus
21 Moore Street, East Perth, WA 6004
Wellington St Campus
176 Wellington Street, East Perth, WA 6004
General Enquiry: 1300 886 340
Marketing & Enrolment: 0448 465 445
E-mail: admissions@globalcollege.edu.au
Website: www.globalcollege.edu.au

COMPLAINTS POLICY

1.0 PURPOSE

Global College Australasia (RTO ID: 45088 CRICOS ID: 03564F), herein “GCA”, is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). GCA has a policy and processes in place to manage and respond to allegations involving the conduct of staff, learners, and any third-party who provide services on behalf of GCA.

This policy is based on providing and maintaining training and assessment services that are fair and reasonable and afford a forum where issues or inadequacies can be raised and resolved. This process provides an opportunity for complaints to be recorded, acknowledged, and dealt with in a fair, efficient, and effective manner.

GCA complaint management system is intended to:

- A. Enable us to respond to issues raised by people making complaints in a timely and cost- effective way.
- B. Boost public confidence in our administrative process.
- C. Provide information that can be used by us to deliver quality improvements in our products, services, staff, and complaint handling.

2.0 POLICY STATEMENT

2.1 GCA acknowledges the Client’s right to lodge a complaint when they are dissatisfied with the training and/or assessment services and experiences that they have received from GCA.

2.2 GCA will ensure that clients have access to a fair and equitable process for expressing complaints and that GCA will manage the complaint with fairness and equity.

2.3 In doing so, GCA:

- A. Has written procedures in place for collecting and managing complaints in a constructive and timely manner.
- B. Ensures that these procedures are communicated to all staff, third-party partners, and clients.
- C. Ensures that all necessary documentation and resources are in place to enable clients to submit a complaint.
- D. Ensures that each complaint and its outcome is recorded in writing.
- E. Ensures that customer complaints and their outcomes are fed into continuous improvement initiatives.

3.0 POLICY IMPLEMENTATION





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- 3.1** Any current or prospective student, during their relationship with GCA, who believes they have been unfairly treated will have access to the complaints process set out in this policy.
- 3.2** The complaints can include academic and non-academic matters.
- 3.3** Academic matters may include but are not limited to:
- A.** Course content and course delivery methodology trainers and assessors.
 - B.** Course duration and shift assessments.
 - C.** Issuing of AQF qualifications course progress.
- 3.4** Non-academic matters may include but are not limited to:
- A.** Customer services.
 - B.** Fees and finance-related matters.
 - C.** Holiday breaks.
 - D.** Marketing and promotions.
 - E.** Cancellation of enrolment.
 - F.** Refusal to release.
 - G.** Bullying and harassment.

4.0 RELATED STANDARDS

- Standards for RTOs 2015 – Standard 6
- National Code 2018 – Standard 10
- ESOS Act 2000

5.0 POLICY PRINCIPLES

In managing complaints, GCA will ensure that:

- 5.1** The principles of natural justice and procedural fairness are adopted at every stage of the complaint process.
- 5.2** The complaints policy is publicly available.
- 5.3** There is a procedure for making a complaint.
- 5.4** Complaints are treated seriously and dealt with promptly, impartially, sensitively, and confidentially.
- 5.5** Complaints will be resolved on an individual case basis as they arise.
- 5.6** All clients have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have received (including through a third party) or the behavioural conduct of another learner.
- 5.7** All complaints are acknowledged in writing and finalised as soon as practicable.
- 5.8** The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation, and conciliation.





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- 5.9 The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- 5.10 In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- 5.11 Final decisions will be made by the Managing Director of GCA to the complaint.
- 5.12 The complaint resolution procedure emphasises mediation and education while acknowledging that, in some instances, formal procedures and disciplinary action may be required.
- 5.13 If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint, the matter will be referred to an independent third party for review at the request of the complainant. All costs incurred for the third-party review will be advised to the complainant.
- 5.14 If the complaint takes more than 60 calendar days to finalise, GCA will inform the complainant in writing, providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- 5.15 Victimization of complainants, respondents, or anyone else involved in the complaint resolution process will not be tolerated.
- 5.16 All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the Client in any current or future training.

6.0 TYPES OF COMPLAINTS

6.1 INFORMAL COMPLAINT

Students are encouraged to raise any informal complaint directly with the staff member and student to whom the complaint relates to. For all academic matters relating to teaching, students may discuss this directly with their teacher. If the complainant is not satisfied with the outcome, they can approach the reception to lodge a formal complaint.

6.2 FORMAL COMPLAINT

must follow the Complaint handling process in 7.0.

7.0 COMPLAINTS HANDLING PROCESS

If a client has a complaint, they are encouraged to speak immediately with the trainer/assessor to resolve the issue. If the complainant is not satisfied that the issue has been resolved, they will be asked to complete a Complaints Form to lodge a formal complaint. GCA will investigate the complaint and advise the complainant of the outcome.

If the complainant is not satisfied with the outcome, they may write to the Managing Director, setting out in detail the issue of concern. This may lead to occasions where an industry-training representative may be invited to act as an objective party to negotiate a satisfactory resolution.

All complaints shall follow the below process:





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- 7.1 Complaints are to be made in writing within 7 calendar days of the incident using the Complaints Form.
- 7.2 A submitted Complaint Form will constitute a formal complaint from the Client.
- 7.3 The student may be asked for additional evidence to support this complaint lodgement.
- 7.4 The formal complaint meeting is required (the student may bring the support person for the meeting).
- 7.5 The Senior Administrative Coordinator and Academic Manager will preview the case, and the student may be asked for additional evidence to support this lodgement. The formal meeting is conducted.
- 7.6 Complaints, where possible, are to be resolved within 14 calendar days of the initial application.
- 7.7 The Client/Student will be advised in writing of the outcome of their complaint within twenty (20) days of resolution.
- 7.8 If the outcome is not to the satisfaction of the Client/Student, they may seek an appointment with the Director of GCA.
- 7.9 If the outcome is not to the satisfaction of the Client/Student they are also provided the internal appeal opportunity in writing. The student will be advised in writing that within 10 days of the outcome being reached, that they can appeal the decision.
- 7.10 The student can access the "Appeals Form" from the website, reception, or via email.
- 7.11 The Managing Director will provide the student with a response and outcome of the appeal in writing with the reasons for the finding. (Refers to the GCA appeal outcome)

8.0 RECORDS MANAGEMENT

Records of all complaints and their outcomes are maintained securely.

Records of complaints include:

- A. How the complaint was dealt with.
- B. The outcome of the complaint.
- C. The time frames for resolution of the complaint.
- D. The potential causes of the complaint.
- E. The steps taken to resolve the complaint.
- F. All documentation from refund processes is maintained in accordance with the Records Management Policy. (See Records Management Policy.)

9.0 MONITORING AND IMPROVEMENT

All complaints practices are monitored by the Managing Director of GCA and will be discussed at Management Review Meetings, with areas for improvement identified and acted upon.

10.0 QUALITY ASSURANCE





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- A. The Quality Advisor will provide an annual review of the marketing materials and provide any outstanding issues in a report to the CEO for action.
- B. The Director and the CEO are ultimately responsible for ensuring compliance is maintained.

11.0 RELATED DOCUMENTS

Related documents include the marketing checklist, Prospectus, Brochures, and GCA website, along with the Student Handbook.

12.0 POLICY REVIEW

This policy will be reviewed every 12 months from the version date or if any legislative, regulation or policy updates apply within the year.