

---

# RTO COMPLAINTS PROCEDURE

## 2.2.1G

---

<b>Document Title:</b>	RTO Complaints Procedure	2.2.1g
<b>Policy Owner:</b>	Head of Education and Consulting	
<b>Policy approved by:</b>	CEO	
<b>Initial Issue Date:</b>	Oct 2018	
<b>Next Review Date :</b>	Feb 2026	

**ALZHEIMER'S WA**

**Lvl1/40 Subiaco Square Road, SUBIACO WA 6008**

## Policy Statement

Alzheimer's WA is committed to maintaining a fair, transparent, and accessible process for managing participant grievances related to training and assessment. Complaints are seen as opportunities for continuous improvement, and we actively encourage participants to provide feedback. All complaints will be treated confidentially and fairly, with the aim of resolving issues in a timely manner.

## Underpinning Principles/Guidelines

### Providing Feedback and complaints

Alzheimer's WA ensures that information on how to provide feedback or lodge complaints is publicly available. This includes clear instructions on the process, timeframes for acknowledging and resolving complaints, and the communication of outcomes. Participants can access this information via website, and student handbook.

All complaints and appeals are treated confidentially. Information will not be shared with third parties without the participant's written consent, unless required by law.

### Informally:

- Participants are encouraged to first discuss any concerns directly with the trainer to allow for a speedy and effective resolution. The trainer will provide feedback to the complainant to ensure they have an understanding of the outcome.
- If a resolution is achieved informally, the complaint will be considered closed, and feedback will be documented for future reference.

### Formally:

If informal resolution is not possible, students may choose to make a formal complaint. Alzheimer's WA acknowledges everyone's right to express their opinions about our services. Complaints will not negatively affect the complainant's access to services.

Complaints may be submitted via an Alzheimer's WA Feedback Form, provided by the Training Staff, or online at the Alzheimer's WA website [www.alzheimerswa.org.au](http://www.alzheimerswa.org.au) or via e-mail to [education@alzheimerswa.org.au](mailto:education@alzheimerswa.org.au) or may be submitted in writing to Education and Training Manager, PO Box 1509, Subiaco WA 6904.

- The receipt of the complaint will be acknowledged within 24 hours (working day) either by the address or email, whichever is provided.
- All complaints will be entered on the Alzheimer's WA Feedback register.
- The Education and Training Manager will assess the complaint, determine the outcome and inform the complainant within 14 working days.
- The Education and Training Manager will ensure the principles of natural justice and procedural fairness is adopted at every stage of the process.
- All parties involved in a complaint will have the opportunity to respond, ensuring a fair and transparent process.
- If a complaint cannot be processed and resolved within 14 working days the complainant will be advised of this in writing and going forward, kept up to date of the progress of the resolution.
- If a complaint cannot be processed and resolved within 60 days the complainant will be notified in writing including the reasons why.
- If a complaint cannot be resolved within 60 days, it will be referred to the Chief Executive Officer of Alzheimer's WA.

## Resolution

The Education and Training Manager or Chief Executive Officer will work with the complainant to resolve the issue to their satisfaction, within the budgetary and legal constraints of Alzheimer's WA.

If a student is satisfied with the resolution, the complaint process will be considered complete.

## Appeal Process:

If resolution cannot be achieved and you are not satisfied with this process, as a last resort the complainant may contact the National Complaints Hotline at 13 38 73 (Monday – Friday, 8:00 AM to 6:00 PM) or email [NTCH@education.gov.au](mailto:NTCH@education.gov.au) . For vocational education and training concerns, select option 4.

## Continuous Improvement

Alzheimer's WA is committed to using feedback from complaints and appeals to enhance our training and assessment services. We will:

- Alzheimer's WA views complaints as an opportunity for continuous improvement. All feedback will be regularly reviewed to identify trends or areas requiring improvement.
- Root causes of complaints will be considered, and appropriate solutions will be identified to address both individual and systemic issues.
- The resolution process will be monitored to ensure that actions are taken to improve the quality of training and assessment services.

## Record-Keeping and Accessibility

Alzheimer's WA will:

- Maintain secure and detailed records of all complaints and appeals, including actions taken and outcomes.
- Ensure these records are stored appropriately and remain accessible for internal review and audit purposes.
- Ensure participants are informed about the complaints and appeals process, with clear instructions available in the Student Handbook, website, and induction materials.

## Legislation

Key legislation, regulations and other requirements include but are not limited to:

*Revised Standards for RTOs (Standards 2.7, 2.8)*

## Related Documents

- 6.1.2a - Feedback Policy
- 6.1.2b - Feedback Form
- 6.1.2c - Feedback Procedure

Revision History			
Date of Review	Summary of Revision	Revision Number	Revised By
Oct 2018	Document Created	1.0.0	Sharon Richards
Feb 2020	Additional Procedure Information added by CEO	2.0.0	Sharon Richards
Apr 2021	Reformatting of document	2.0.0	Rachael Roberts
Aug 2021	Change of document ownership	2.0.0	Rachael Roberts
Mar 2025	Added Record-Keeping and CI. Changed wording to meet Outcome Standards for Registered Training Organisations	3.0.0	M. Smith