Purpose:
Strategix Training Group recognises that complaints are opportunities for us to improve our future service to clients. This document describes the procedure for dealing with complaints (from clients, students or community members), and appeals against result of student assessment.

Policy:
This policy aims to manage complaints and any requests for a review of decisions, including assessment decisions, made to Strategix or a third party providing services on Strategix’s behalf.

Strategix complaints policy also manages and responds to allegations involving the conduct of:
- Strategix, its trainers & assessors or other staff
- A third party providing services on Strategix’s behalf, its trainers & assessors or other staff
- A student of Strategix

Conflict of Interest
Persons attending to complaints must identify and report any situation where a conflict of interest exists (For example, family members, personal relationships, spouse, business relationships etc). In these situations the attending person must exclude themselves from involvement.

At any stage in the complaints process (initial contact to elevated stages), where a conflict of interest has been identified, and an equivalently qualified and authorised person must assume responsibility to address the complaint/s. Qualified and approved persons may include senior managers, departmental managers or senior team members.

Procedure:
Strategix Training Group is committed to providing high quality service and maintains high performance standards for its clients. These standards are systematically monitored to ensure both Strategix training Group or and any provider operating on our behalf are performing to the standards as outlined in the Strategix Training Group Policies and Procedures.

Note: Where complaints are received or actioned all communication must be entered against the Contact Profile using the note type ‘Enquiry – Complaints’.

If the circumstance arises where a student or client wishes to make a complaint, the following steps are to be followed.
1. **Informal Grievance Procedure**

Strategix Training Group is committed to providing quality learning opportunities. Any concerns and/or grievances relating to the training being delivered concerns can be expressed verbally to the Training Coordinator. The Coordinator will discuss the issue with the student and agree on a course of action.

If the issue cannot be resolved to your satisfaction, the Formal Grievance Procedure will be undertaken as per below:

a. All complaints will be actioned as a matter of urgency and importance by all relevant staff members.
b. Receipt of complaints are to be acknowledged in writing.
c. AXcelerate will be used as the primary recording system for all complaints. If the complainant does not currently have a profile in aXcelerate, create a profile for the purpose of handling this complaint.
d. Once a complaint is received, all information should be entered against the relevant profile in aXcelerate as a Note type.
e. Scan and/or attach any relevant documentation.
f. Use aXcelerate to allocate the task to the relevant staff member and create a follow-up task.
g. Further information will be gathered and the allocated team member/manager will investigate the complaint and determine possible solutions.
h. If appropriate, Senior Management will be briefed on the complaint, and approve the appropriate action to take.
i. Action is taken and the outcome is monitored.
j. The relevant manager will take note of any relevant improvement opportunities and table for the next management meeting.

2. **Formal Grievance Procedure**

General principles applying to all stages of this grievance procedure which will be adhered to by Strategix Training Group are:

- The Complainant and respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The Complainant and the respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing.
- A copy of all correspondence and notes are to be attached to the relevant aXcelerate profile.
Stage One

- Formal grievances should be submitted in writing to:
  
  Compliance Manager  
  PO Box 7290, Redland Bay, QLD, 4165  
  Email: office@strategix.com.au  
  Phone: (07) 3207 9950  
  Fax: (07) 3207 9960  

- The Compliance Manager within Strategix Training Group will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 20 days. 

- The Complainant will be advised of their right to access stage two of this procedure if they are not satisfied with the outcome of Stage One. 

- All correspondence is to be stored in the student file.

Stage Two

- If the Complainant is not satisfied with the outcome of Stage One they may lodge an internal appeal in writing to:  
  
  Managing Director  
  PO Box 7290,  
  Redland Bay, Qld, 4165  
  Email: office@strategix.com.au  
  Phone: (07) 32079950  
  Fax: (07)32079960  

- The Complainant’s appeal will be determined by the Managing Director who will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within 20 days. 

- The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

Stage Three

- If the Complainant is not satisfied with the outcome of Stage Two they may request that the matter be referred to an external dispute resolution process by a body appointed for this purpose by Strategix Training Group. 

- The details for the external body are:  
  
  Australian Council for Private Education and Training  
  Toll Free: 1800 657 644  
  Fax: 03 9416 1895  
  PO Box 551, East Melbourne VIC 8002  
  See more at: http://www.acpet.edu.au
Strategix agrees to be bound by the External Reviewer’s recommendations and the Managing Director will ensure that any recommendations made are implemented within 30 days of receipt of the report from the External Reviewer.

There may be costs to the complainant and Strategix associated with this process.

Alternatively, the student may wish to lodge a complaint with the Ombudsman. This agency will only consider your complaint if you have already tried to resolve it directly with the agency concerned. You can do this by lodging a complaint detailing your specific concerns under the agency’s CMS.

### Ombudsmen

<table>
<thead>
<tr>
<th>Ombudsmen</th>
<th>Contact details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australian Capital Territory (ACT) Ombudsman</td>
<td>Level 5, Childers Square, 14 Childers Street Canberra City ACT 2601 Telephone: 1300 362 072 <a href="http://www.ombudsman.act.gov.au">www.ombudsman.act.gov.au</a></td>
</tr>
<tr>
<td>New South Wales Ombudsman</td>
<td>Level 24, 580 George Street Sydney NSW 2000 Telephone: 02 9286 1000 <a href="http://www.ombo.nsw.gov.au">www.ombo.nsw.gov.au</a></td>
</tr>
<tr>
<td>Northern Territory Ombudsman</td>
<td>12th Floor, NT House 22 Mitchell Street Darwin NT 0800 Telephone: 08 8999 1818 <a href="http://www.omb-hcscc.nt.gov.au">www.omb-hcscc.nt.gov.au</a></td>
</tr>
<tr>
<td>Queensland Ombudsman</td>
<td>Level 17, 53 Albert Street Brisbane QLD 4000 Telephone: 07 3005 7000 <a href="http://www.ombudsman.qld.gov.au">www.ombudsman.qld.gov.au</a></td>
</tr>
<tr>
<td>South Australian Ombudsman</td>
<td>Level 5, East Wing 50 Grenfell Street Adelaide SA 5000 Telephone: 08 8226 8699 <a href="http://www.ombudsman.sa.gov.au">www.ombudsman.sa.gov.au</a></td>
</tr>
<tr>
<td>Tasmanian Ombudsman</td>
<td>Ground Floor, 99 Bathurst Street Hobart 7000 45 Cameron St Launceston 7250 Telephone: 1300 766 725 <a href="http://www.ombudsman.tas.gov.au">www.ombudsman.tas.gov.au</a></td>
</tr>
<tr>
<td>Victorian Ombudsman</td>
<td>Level 9, 459 Collins Street (North Tower) Melbourne Victoria 3000 Telephone: 03 9613 6222 <a href="http://www.ombudsman.vic.gov.au">www.ombudsman.vic.gov.au</a></td>
</tr>
<tr>
<td>Western Australian Ombudsman</td>
<td>Level 2, Albert Facey House 469 Wellington Street Perth WA 6000 Telephone: 08 9220 7555 <a href="http://www.ombudsman.wa.gov.au">www.ombudsman.wa.gov.au</a></td>
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3. Appeals Procedure (against decisions of an assessor)
   a. Any appeals against results of decisions must be lodged within 30 days of the date of assessment in writing.
   b. Following the receipt of the appeal, the assessor and candidate are encouraged to discuss the situation and try to resolve it.
   c. If the appeal cannot be resolved to the candidate’s satisfaction, the matter is referred to a different qualified assessor from Strategix Training Group.
   d. If the appeal cannot be resolved to candidates satisfaction the matter is referred to an external body (e.g. Industry Group or body) for resolution. Charges to student may apply.
   e. A copy of all correspondence and notes are to be attached to the relevant aXcelerate profile.

Related Documents:
- Student Handbook

Relevant Standards:
Standard 1.13, 2.2, 5.2, 6.1, 6.3, 6.4, 6.5
Attachment 1: Complaints and Appeals (Academic) Flowchart

Candidate verbally raises concerns with Trainer and Assessor or Course Coordinator

Matter resolved with Trainer and Assessor or Course Coordinator

YES | NO
---|---
No further action required | Student lodges formal complaint

Delegated representative reviews all evidence and makes judgement. Student informed in writing of the outcome.

Matter resolved in 30 days

YES | NO
---|---
No further action required | Matter referred to CEO. Review all evidence makes judgement. Student informed in writing of the outcome.

Matter resolved in 30 days

YES | NO
---|---
Student lodges complaint with external authority