

Complaints Policy for Skillbuild Pty Ltd

This Complaints Policy applies to the supply of education and training services by Skillbuild Pty Ltd (“SkillBuild”) (“we” or “us” or “our”) to you, the person making the complaint.

1. Definitions

In this Complaints Policy:

“ASQA” means the Australian Skills Quality Authority;

“Complaint” means an expression of dissatisfaction made to SkillBuild arising in connection with our Services;

“Complaints Policy” or “Policy” means this Complaints Policy;

“RTO” means Registered Training Organisation;

“Services” means the training and course deliveries offered by us;

“Standards” means the Standards for Registered Training Organisations 2015 as amended from time to time.

2. Intent

- 2.1. The purpose of this policy is to provide a framework of the process for the efficient, effective and transparent resolution of complaints which are sought in connection with the Services that we provide.
- 2.2. We identify potential causes of complaints and take corrective action to eliminate the likelihood of complaints recurring.

3. Overview

- 3.1. In managing any complaints, we will ensure that we:
 - 3.1.1 follow the principles of procedural fairness and natural justice at all stages of the Complaint;
 - 3.1.2 keep the person making the complaint informed as to the status of the Complaint;
 - 3.1.3. acknowledge all complaints in writing; and
 - 3.1.4. finalise and resolve them as soon as practicable.

4. Scope

- 4.1. This policy applies to all complaints relating to our training and education, which involves the conduct of:
 - 4.1.1 SkillBuild, any of our trainers, assessors or staff;
 - 4.1.2 any third parties who we have engaged to provide training or education services of our behalf; or
 - 4.1.3 a learner of our courses.

5. Making a Complaint

- 5.1 If you want to make a Complaint, please direct the Complaint in writing to SkillBuild administration through the contact details contained in clause 13 of this Complaints Policy, and include the following information:

- 5.1.3. the name of the person making the Complaint;
- 5.1.4. the date the Complaint is made;
- 5.1.5. information on the nature of the Complaint; and
- 5.1.6. a description of the Complaint.

5.2 We ask that you submit a Complaint to us as soon as possible after the occurrence of the incident which gives rise to the Complaint.

6. Procedure for Making Complaint

6.1. We handle complaints in accordance with the following procedure:

- 6.1.1 we will contact you after you have submitted the Complaint to acknowledge receipt of the Complaint as soon as possible and within five (5) business days;
- 6.1.2 we will investigate the Complaint in anticipation of meeting with you to discuss;
- 6.1.3 we will arrange a meeting with us, you and the other party to the Complaint (if applicable) to discuss the Complaint, which may occur in person or remotely;
- 6.1.4 we will discuss the background and issues to the Complaint at the meeting, and explore options to resolve the Complaint;
- 6.1.5 the person making the Complaint may be accompanied by a support person at the meeting;
- 6.1.6 the final decision to a Complaint will be approved by the Director of SkillBuild; and
- 6.1.7 all parties will be notified in writing of the outcome of the Complaint.

7. Finalising a Complaint

7.1 Upon finalising the Complaint, we will advise you of the following information:

- 7.1.1. the outcome of the Complaint and any subsequent action taken;
- 7.1.2. reasons for the decision; and
- 7.1.3. any options for internal review of the Complaint, or external review.

8. Timeframe

8.1. We endeavour to finalise any complaints within ten (10) business days of the Complaint.

8.2. In circumstances where we consider that your complaint will take more than sixty (60) calendar days to finalise, we will:

- 8.2.1. inform you in writing of the reasons why we consider the complaint may take longer than sixty (60) days to finalise; and
- 8.2.2. keep you updated on the progress of the Complaint regularly.

9. Confidentiality

9.1 Confidentiality means that, apart from SkillBuild, the only persons entitled to information about the Complaint will be (subject to any disclosure requirements by law):

- 9.1.1. the person complaining;
- 9.1.2. the subject of the Complaint; and
- 9.1.3. others to whom the matter may be referred as part of the resolution process.

10. Documentation

We will document the management and resolution of the Complaint appropriately, clearly and concisely.

11. Record Keeping

All documentation associated with the Complaint and the formal Complaint resolution process will be kept by us in confidential files.

12. Who should you contact about this Complaints Policy?

Complaints should be directed to SkillBuild administration, contactable by the following:

Email: manager@skillbuild.edu.au

Phone: 1800 059 170.

13. Further steps

- 13.1. If you are not satisfied with the outcome of your Complaint or how we have handled your Complaint, you may choose to raise the Complaint with one or more of the following organisations:

- 13.1.1. ASQA; or

- 13.1.2. The education and training regulator in your respective state.

Last updated: February 2022.