# RTO Complaints Policy

## Intent

* 1. The intent of this policy is to ensure that all complaints in relation to Avidity Training and Development (RTO), it’s trainers, assessors or other staff are handled in a systematic, objective, efficient and fair manner. This policy also ensures compliance with the Standards for Registered Training Organisations.

## Definitions

## For the purposes of clarity, the Avidity Group maintains a Glossary Handbook of term, acronyms and common abbreviations.

## Scope

3.1 This policy applies to all Avidity Training and Development Personnel, learners, clients and other stakeholders.

## Policy Statement

4.1 Avidity Training and Development (RTO) recognises the rights of all parties to make a compliant relating to the behaviour or conduct of:

* Avidity Training and Development (RTO), its trainers, assessors or other staff; or
* Another learner of the RTO; or
* A Third-party providing services on the RTO’s behalf, it’s trainers, assessors or other staff.

4.2 Avidity Training and Development provides all parties with the opportunity to submit a complaint in writing by completing a [Complaint and Appeal Form](../FRM/RTO%20Complaint%20OPP-FRM005.docx) in accordance with the [RTO Complaints and Appeals Management Process.](../PRS/RTO%20Compliants%20and%20Appeals%20Management%20OPP-PRS027.docx)

4.3 Avidity Training and Development ensure that the principles of natural justice and procedural fairness are applied at every stage of the complaint process by ensuring:

* + all parties will be provided adequate notice regarding each stage of the process;
  + that no bias is brought to the decision-making process; and
  + all parties are provided a fair hearing.

4.4 Avidity Training and Development implements the RTO Complaints and Appeals Management Process to ensure:

* receipt of all complaints is acknowledged in writing and finalised as soon as practicable.
* a Register is securely maintained to record all correspondence and records
* the Complainant is advised in writing if we consider that more than 60 calendar days are required to process and finalise the complaint, including the reasons for the delay
* if this process fails to resolve the complaint, we will provide for review by an appropriate party independent of the RTO and the complainant, at the request of the complainant.

4.5 All complaints are reviewed at the Executive Meetings as a Standing Agenda item in accordance with our [Formal Meeting Policy.](../../Governance%20GOV-FW001/POL/Formal%20Meeting%20GOV-POL014.docx)

4.6 All complaints will be reviewed to identify the cause and consider if there needs to be action taken to eliminate or mitigate any future risk of complaints in accordance with our [Risk Management Policy.](../../Governance%20GOV-FW001/POL/Risk%20Management%20GOV-POL020.docx)  All agreed actions are implemented and monitored in accordance with our [Continuous Improvement Policy.](../../Governance%20GOV-FW001/POL/Continuous%20Improvement%20GOV-POL009.docx)

4.7 If a stakeholder requests a review of decisions, including assessment decisions, made by the RTO or a third party, this is different to a complaint and must be managed in accordance to the [RTO Appeals Policy.](RTO%20Appeals%20OPP-POL009.docx)

4.8 This policy is available on our website at [**www.avidity.com.au**](http://www.avidity.com.au) and outlined in the Learner Handbook.

1. **Implementation**

* [RTO Complaint Form](C:\\Users\\carmen\\Avidity Group Dropbox\\Avidity Share\\@Master files\\@ AGQMS\\Frameworks\\Operations GOV-FW006\\FRM\\RTO Complaint OPP-FRM005.docx)
* [RTO Complaints and Appeals Management Process](file:///C:\Users\carmen\Avidity%20Group%20Dropbox\Avidity%20Share\@Master%20files\@%20AGQMS\Frameworks\Operations%20GOV-FW006\PRS\RTO%20Compliants%20and%20Appeals%20Management%20OPP-PRS027.docx)
* [Formal Meeting Policy](file:///C:\Users\carmen\Avidity%20Group%20Dropbox\Avidity%20Share\@Master%20files\@%20AGQMS\Frameworks\Governance%20GOV-FW001\POL\Formal%20Meeting%20GOV-POL014.docx)
* [Risk Management Policy](file:///C:\Users\carmen\Avidity%20Group%20Dropbox\Avidity%20Share\@Master%20files\@%20AGQMS\Frameworks\Governance%20GOV-FW001\POL\Risk%20Management%20GOV-POL020.docx)
* [Continuous Improvement Policy](file:///C:\Users\carmen\Avidity%20Group%20Dropbox\Avidity%20Share\@Master%20files\@%20AGQMS\Frameworks\Governance%20GOV-FW001\POL\Continuous%20Improvement%20GOV-POL009.docx)
* [RTO Appeals Policy](file:///C:\Users\carmen\Avidity%20Group%20Dropbox\Avidity%20Share\@Master%20files\@%20AGQMS\Frameworks\Operations%20GOV-FW006\POL\RTO%20Appeals%20OPP-POL009.docx)
* [Investigation Procedure](file:///C:\Users\carmen\Avidity%20Group%20Dropbox\Avidity%20Share\@Master%20files\@%20AGQMS\Frameworks\Operations%20GOV-FW006\PRS\Investigation%20OPP-PRS024.docx)