

## **Complaints Policy**

### **1. PURPOSE**

3D Safety Services Pty Ltd (3DSS) is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations. As such, 3DSS is required to have a policy and processes in place to manage and respond to allegations involving the conduct of staff, learners and third party training and assessment providers who provide services on behalf of 3DSS.

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 opportunity for complaints to be recorded, acknowledged and dealt with in a fair, efficient and effective manner.

The object of this policy is to ensure that 3DSS staff acts in a professional manner at all times.

This policy provides clients with a clear process to register a complaint. It ensures all parties involved are kept informed of the resulting actions and outcomes.

### **2. POLICY STATEMENT**

3D Safety Services recognises our obligation to protect the rights of students and ensure that all aspects of our operations, including marketing, administration, and training and assessment processes, are conducted with integrity. We are committed to managing and responding promptly to allegations involving the conduct of our trainers, assessors, staff, students, and any third parties who deliver, market, or recruit on our behalf.

We employ a systematic approach to managing complaints, ensuring that all complainants are fully informed of the steps available to have their concerns addressed appropriately. Our process is designed to resolve complaints in a fair, efficient, and confidential manner, with a strong focus on procedural fairness and transparency.

We view all complaints as valuable feedback, providing critical insights that inform our Quality Assurance and Continuous Improvement Strategies. This commitment ensures that both individual issues and any systemic problems identified through the complaints process are addressed effectively, contributing to the ongoing enhancement of our services and compliance with the Standards for Registered Training Organisations (RTOs).

In doing so, 3DSS:

- 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; and
- e) Ensures that customer complaints and their outcomes are fed into continuous improvement initiatives.

### **3. POLICY PRINCIPLES**

In managing complaints, 3DSS will ensure that:

- a) The principles of natural justice and procedural fairness are adopted at every stage of the complaint process.
- b) The complaints policy is publicly available.
- c) There is a procedure for making a complaint.
- d) Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- e) Complaints will be resolved on an individual case basis, as they arise.
- f) 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 been provided (including through a third party) or the behavioural conduct of another learner.
- g) All complaints are acknowledged in writing and finalised as soon as practicable.
- h) 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.
- i) The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- j) In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- k) Final decisions will be made by the Managing Director or an independent party to the complaint.
- l) The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- m) 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.
- n) If the complaint will take in excess of 60 calendar days to finalise 3DSS 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.
- o) Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.

#### **Types of Complaints**

A complaint may include allegations involving the conduct of:

- a) 3DSS, its trainers, assessors or other staff; or
- b) A third party providing services on behalf of 3DSS, its trainers, assessors or other staff; or
- c) A learner of 3DSS.

### **4. 3DSS RESPONSIBILITIES**

The Operations Manager of 3DSS is the Complaints Resolution Officer.

The Operations Manager may delegate responsibility for the resolution of the complaint if necessary.

## **5. COMPLAINTS 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 required to put the complaint in writing to lodge a formal complaint.

3DSS will then investigate the complaint and advise the complainant of the outcome.

Formal complaints shall follow the below process:

- a) Complaints are to be made in writing within 7 calendar days of the incident and provided to the Operations Manager.
- b) A submitted written complaint will constitute a formal complaint from the client. Further details of the complaint can be provided by the client verbally.
- c) The Operations Manager may delegate responsibility for the resolution of the complaint.
- d) In the case of a complaint, the Operations Manager will initiate a transparent, participative investigation to identify the issues.
- e) Complaints, where possible, are to be resolved within 14 calendar days of the initial application.
- f) In all cases the final conclusion will be assessed by the Operations Manager.
- g) The Client will be advised in writing of the outcome of their complaint, within seven (7) days of resolution.
- h) If the outcome is not to the satisfaction of the Client, they may seek an appointment with the Operations Manager.

## **6. APPEAL TO OUTSIDE AUTHORITY**

This Complaints process does not preclude the student seeking redress in other forums outside the 3DSS process. For example, the complainant may wish to take the matter further by selecting the appropriate body from among such bodies as the Office of Fair Trading, the Administrative Appeals Tribunal, the Human Rights and Equal Opportunity Commission or the Anti-Discrimination Board of NSW.

## **7. 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 timeframes for resolution of the complaint;
- d) The potential causes of the complaint; and
- e) The steps taken to resolve the complaint.

## **8. MONITORING AND IMPROVEMENT**

All complaints practices are monitored by the Operations Manager and will be discussed at Management Review Meetings with areas for improvement identified and acted upon.