

PR7.1 Complaints Procedure

Responsible Officer	Head of Compliance & Resolutions
Functional Owner	Manager, Student Resolutions
QAS Owner	Manager of Compliance

Purpose

The purpose of this procedure is to ensure all complaints relating to courses, student experiences and general operations of the business are fully investigated and decisions made according to the principles of natural justice.

1. Scope

The scope of this procedure starts when a student or other external stakeholder submits a complaint in writing to Open Colleges. It includes complaints that come directly to the Student Resolutions Team or to the organisation from external bodies.

This procedure does not include complaints from staff which are addressed through Open Colleges internal Human Resources Policies and Procedures.

2. Procedure

Responsibilities key: **SRO** = Student Resolutions Officer, **MSR** = Manager, Student Resolutions, **RP** = Review Panel

Step	Actions	Responsibility	Comments
1	Receive, acknowledge in writing and log complaint as a case in Firefly	SRO	Refer to additional notes item 1
2	Investigate the complaint and propose outcome(s) based on evidence and organisational policy and procedures.	SRO	Refer to additional notes item 2
3	Provide written outcome to complainant including reasons for decisions made and details of complaint appeal process	SRO	Refer to additional notes in item 3a 3b Goal SLA of 10 days
4	Provide monthly report	MSR, RP	Refer to additional notes in item 4a 4b

Additional notes

Item	Step	Information
1	1	On receiving a complaint, the Student Resolutions Officer will: <ul style="list-style-type: none"> a. Acknowledge receipt of the complaint in writing within 2 business days of receipt; b. Provide the complainant with a Case Number; c. Log the complaint case in Firefly; d. Obtain any additional information from the complainant (if required)
2	2	In investigating the complaint, the Student Resolutions Officer will: <ul style="list-style-type: none"> a. Investigate the complaint based on information provided; b. Reference relevant Open Colleges Policy and Procedure; c. Review evidence across Open Colleges records including but not limited to student records in OpenSpace and Firefly, phone records, CallMiner and internal review records; d. Consult with other Open Colleges staff from relevant business

		units as required to source relevant evidence, advice and approvals in order to propose an appropriate outcome
3	3a	<p>Following the investigation, the Student Resolutions Officer will:</p> <ol style="list-style-type: none"> Provide the complainant with a written outcome of their complaint including details of decisions made, reasons for the decisions, the complainants right of appeal and details of the process to lodge a complaint appeal; Record the outcome of the complaint against the case in Firefly Log any corrective issues on to the Corrective Action Register Log required improvements on the Continuous Improvement Register Provide feedback to relevant Managers where the complaint relates to Open Colleges staff
3	3b	Open Colleges endeavours to provide complainants with an outcome for their complaint case within 10 days of receipt. In the event the investigation exceeds 10 days, the Student Resolutions Officer will ensure the student is regularly updated on the progress of their complaint.
4	4a	The Manager, Students Resolution will report to the Review Panel on complaints, complaint appeals and any external review cases.
4	4b	The Review Panel review trends emerging from complaints and implement improvements directly where necessary.

3. Quality and Continuous Improvement

This Procedure is subject to systematic review, evaluation and improvement, including annual review and ongoing feedback from stakeholders

For internal use only: [QMS1.8 Location of QMS related documents](#).

How can we improve this document?

If you can identify opportunities for us to improve this document, please email improvements@opencolleges.edu.au. This request will automatically be logged on our Continuous Improvement Register. Please include the document reference number in your email and specific details about how we can improve the document.

Version	Approved by	Endorsed by	Effective date	Review date
7	Chief Learning Officer 13 March 2017	Chief Learning Officer 13 March 2017	13 March 2017	March 2018
Version History	<p>This Procedure replaces the Grievance Policy</p> <p>V1: Effective: 20111004</p> <p>V2: April 13 Change to investigation timeframe. Did not require ETAB approval.</p> <p>V3: Feb 14 Update to process to reflect ownership within the Student Support Division and minor terminology update in accordance with the annual policy review. V3 did not require ETAB approval.</p> <p>V4: March 15 Changes have been made to align with the new organisational structure and Standards for RTOs.</p> <p>V5: Feb 16: Changes made to remove reference to the Divisional Appeals and Complaints Committee and the Organisational Complaints Committee and updating new position titles.</p> <p>V6: Sept 2016 Updated into new template, removal of issues from the complaint process, created new PR7.1.1 for Complaints Appeals Procedure and minor wording updates.</p>			

	V7: March 2017 updated to new format with minor changes V7: February 2018 updated role titles
Course Type	All
RTOs:	Open Colleges Pty Ltd (90796) Integrated Care and Management Training Pty Ltd (90197) College of Fashion Design (3798)
Partner RTOs:	Yes