

SOP 017 Customer Compliments and Complaints Handling

1. PURPOSE

MTC Australia has a responsibility to handle and address customer compliments and complaints in a fair, confidential and timely manner. All identifiable grievances, complaints, compliments and suggestions raised are used to achieve continual improvement for MTC Australia and staff. The feedback will improve the services provided to their customers, clients and other stakeholders.

2. SCOPE

This standard operating procedure applies to all MTC Australia staff in every business unit.

3. DEFINITIONS

- **Customers/Clients** includes Job Seekers, Students, Employers and or any other third parties where a service has been provided by MTC and its divisions.
- **Complaint** means an expression of dissatisfaction, made by MTC's customers/clients, surrounding policies, procedures, MTC employees or the quality of service delivered by MTC Australia at any point in the delivery of our services.
- **Feedback** can include suggestions for improvement, compliments or positive statements from customers/clients and other stakeholders who believe the delivery of services provided were exemplary and met or exceeded their expectations.

4. REFERENCES

- [Customer Feedback Form](#)
- [Client Feedback Poster](#)
- [CoAct Feedback Register](#)
- [Jobactive Department Compulsory Form for Complaints, Compliments & Suggestions Form](#)
- [Complaints Register](#)
- [SOP 018 Customer Experience Feedback](#)
- [SOP 016 Management Review - Quality and Information Security](#)
- [Student Handbook \(SEE\)](#)
- [Student Handbook](#)
- [Standards for Registered Training Organisations \(RTO's\) 2015](#)
- [2017 -20 SEE Service Provider Instructions](#)
- [Smart and Skilled Operating Guidelines](#)

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5. PROCEDURE

5.1 This procedure requires all staff at MTC Australia to ensure that all customers/clients and other stakeholders attached to MTC Australia are made aware of the feedback process.

Complaints, compliments and suggestions received must be acknowledged and can be raised via the below:



***Please note please refer to the flow chart (**appendix A**) for further details.

Jobactive program:

a. Jobactive program (jobactive, DES) complaints must be addressed according to the below categories:

Category	Type	Who would handle complaint?	Escalation, when required
1	Client complaint re: payments stopped (e.g. client would not attend job interview, working but not declared, not looking for a job). Please note: Customer Care team/Site Manager to assist client and provide them with instructions to overcome the issue raised	Site – in person Customer Care staff – over the phone, email or website advice as per script	Not to be recorded in FOLIO Complaints Register. Rely on client to initiate any issues in writing if not satisfied with the standard response. Escalated to the Site Manager by Customer Care Manager/Team Leader if complaint received in writing.
2	Unsatisfactory Site Service, including WFD matters. Complaint could be made in person to site, by phone, email, Customer feedback form at the site or via MTC website. Please note: Customer may decide to complain to CoAct or Dept rather than internally Dept rather than to resolve the complaint at the site/internally	QA will forward the complaint received via CoAct (if raised externally to NCSL) to Site Manager after recording in FOLIO Complaints Register and CoAct Customer Feedback Register. A set timeframe of five days to resolve and forward a response to NCSL is essential to attain. If Customer Care staff receive the complaint, they should forward it to QA team to raise on Folio and forward it to Site Manager to resolve	Regional Manager Head of Program - Huang Cai (by Site Manager)

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Category	Type	Who would handle complaint?	Escalation, when required
3	Wage Subsidy – Employer complaint re: payment Please note: Customer Care team to forward the complaint to Mehdi Raza. If the complaint was received in writing, Customer Care team to forward it to QA team and Mehdi Raza.	Mehdi Raza & Site/Regional Manager, Forward to QA to record in FOLIO Complaints Register.	Head of Program - Huang Cai (by Regional Manager)
4	Customer issues at Site level (not related to specific Case Manager or their service) (e.g. aggressive attitude, site computer issue etc....) Please note: This type of complaint can also be captured as an incident by Site Manager.	<u>Internal</u> Action Face to face at the Site. Can be by phone call to Customer Care – Inform QA and send summary of complaint to Site Manager to resolve <u>External</u> If made to NCSL – QA will forward the complaint to Site Manager after receipt through CoAct	Regional Manager Head of Program - Huang Cai (by Site Manager)

****Please note:** All complaints received from the National Customer Service Line via CoAct for Jobactive or DES programs **must** be recorded in both the CoAct Client Feedback Register and FOLIO Complaints Register by the Quality Assurance team including from initial receipt to **details** of closure.

b. If the client complaint has come through the NCSL, QA will forward it to the Site Manager and will add it to Folio. QA will work with the Site Manager to work on a strategy for the site to resolve the complaint within 5 working days.

c. Once the complaint is actioned and resolved by the Site Manager, QA team will respond to the NCSL **within 5 working days** as per jobactive guidelines and close it off on Folio.

****Please note:** All actions taken to resolve any complaint received via NCSL must be entered into the Client file notes on ESS, listing any actions taken where all parties are required to implement

5.2 If the complaint can be immediately resolved, but the Site/Centre Manager feels that the complaint could escalate into other issues in the future, the Site/Centre Manager must advise the QA team to add the complaint into FOLIO Complaints Register. Upon submission, an automated email is generated and sent to the Site/Centre Manager to follow up and resolve.

5.3 The Site/Centre Manager must assess the complexity of the complaint, address all complaints raised within 24 hours if customer/client is contactable and endeavor to reach an amicable resolution for all parties involved. Resolution of any complaint will be addressed in an open and trusting environment and resolved using appropriate mediation and dispute resolution strategies and also in a culturally appropriate manner.

5.4 In some situations which are face to face or on the phone, the customer/client has the right to be supported by one person of their choice at any meeting or place during the complaint process. The objective with any complaint is an immediate solution.

5.5 The Quality Assurance team will monitor each complaint recorded in FOLIO to ensure it is resolved within a reasonable timeframe.

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- 5.6** If it is determined that a formal investigation needs to be conducted, the Site/Centre Manager must ensure that the complainant has already documented their complaint in writing via email to complaints@mtcaustralia.com.au or MTC Australia website. If not, the complainant must be instructed to do so.
- 5.7** The Site/Centre Manager must then provide the complainant with clear and up-to-date information about the progress of the investigation into their complaint (e.g. what will happen next, how long it will take, etc.). Complainants must also be informed if there is going to be an anticipated delay in investigating their complaint in order to reach a successful resolution.
- 5.8** After the investigation, the Site/Centre Manager must endeavor to respond to the complainant in writing, including the investigation findings, within **5 working days** from receipt of complaint. The Quality Assurance team should be included in all correspondence and resolutions.
- 5.9** If the complaint is still under investigation after **5 working days**, the complainant should be informed of the complaint progress at regular intervals in the process of investigation and resolution of the complaint.
- 5.10** If the complainant is not satisfied with the investigation outcome and/or the potential resolution, Site/Centre Manager will escalate the complaint and book a suitable appointment time with the Head of Program.
- 5.11** The relevant Head of Program should then ask for a copy of the report of the complaint investigation (if any) and meet with the complainant in person, in the presence of another staff member, to discuss the issue, go through the investigation undertaken and endeavor to reach a resolution with the complainant.
- 5.12** If unable to resolve the issue at this point, the relevant Head of Program is responsible for investigating the complaint further (e.g. organizing a meeting with all relevant parties and documenting the complaint and its resolution). All evidence must then be sent to the Quality Assurance team to update on FOLIO Complaints Register.
- 5.13** Once the investigation has been completed, the relevant Head of Program and/or delegate must respond to the client in writing, outlining the proposed resolution **within 5 working days** from their meeting the client. The Quality Assurance team should be included in all correspondence and suggested resolution.
- 5.14** If the complainant is still not happy and/or feels that MTC Australia has not handled the complaint appropriately, they can meet with someone outside of MTC Australia. The relevant Head of Program must inform the complainant of the below external organisations or governing bodies that can assist with their complaint. The Quality Assurance Manager can provide the Head of Program with details of relevant external organisations, such as:
- **Department's National Customer Service Line: Ph: 1800 805 260**
 - **NSW Ombudsman: Ph: 02 9286 1000; W: www.ombo.nsw.gov.au**
 - **Anti-Discrimination Board of NSW: Ph: 02 9268 5555; W: www.lawlink.nsw.gov.au/ADB**
 - Consultation with a private mediator or agency

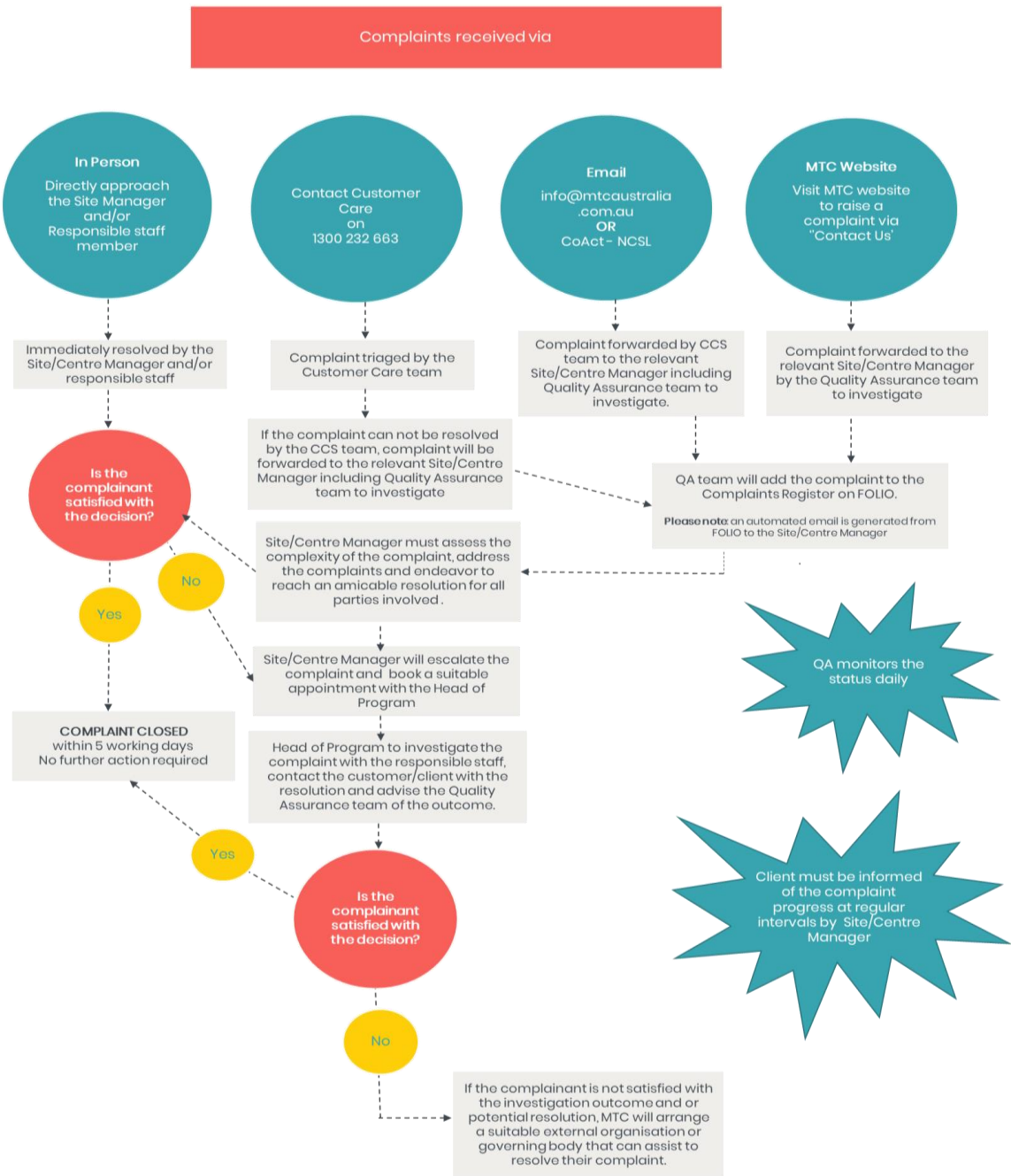
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- 5.19** Any corrective actions identified during the resolution of the complaint will be added to the Continuous Improvement Register and/or Corrective Action Register in FOLIO by the Quality Assurance team to be implemented and actioned.
- 5.20** All correspondence regarding complaints must be reported on during the quarterly QMS Review Meetings for the relevant Business Division.
- 5.21** Clients and Customers feedback are analyzed and communicated with staff as per [SOP 018 Customer Experience Feedback](#)

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Appendix A

Customer Complaint Handling Process



Version no. 15.0 Issue Date: 13th May 2020

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6. RECORDS

All electronic files/documents stored according to the requirements detailed in the following table:

Record or Form Number	Description of Record or Form	Filing Method	Filing Location	Access the records	Active Retention Time	Archive Retention Time	Disposal Method
CoAct Client Feedback Register	CoAct Client Feedback register	Electronic	CoAct Client Feedback Register	Restricted Controlled by QA team	Indefinite-electronic	Indefinite electronic Status change to 'Closed'	Not required
FOLIO Complaints Register	Register of Complaints	Electronic	FOLIO Complaints Register	Restricted Access controlled by QA team & relevant Program Manager	Indefinite-electronic	Indefinite electronic Status change to 'Closed'	Not required
FOLIO RL Complaints Register	Register of Complaints	Electronic	FOLIO RL Complaints Register	Restricted Access controlled by QA team & relevant Program Manager	Indefinite-electronic	Indefinite electronic Status change to 'Closed'	Not required

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7. VERIFICATION

To make sure that this procedure is implemented and working, review the following documented evidence:

- [FOLIO Complaints Register](#)
- CoAct Feedback Register
- Written responses to complainants
- Internal Audit