

Complaints Policy and Procedure



1. Purpose

The purpose of this policy and procedure is to outline VEG Education's approach to managing concerns, dissatisfaction, or formal complaints from participants, clients, staff, and members of the community. This document ensures a fair, transparent, and confidential process for acknowledging, addressing, and recording complaints in compliance with the Standards for RTOs 2025.

VEG Education is committed to:

- promptly addressing complaints in a fair and efficient manner,
- supporting continuous improvement through feedback and complaint resolution, and
- cooperating in good faith with regulatory and oversight bodies in the resolution of complaints relating to services.

This policy applies to all VEG Education staff, students, and stakeholders.

2. Policy Statement

VEG Education acknowledges the right of participants and stakeholders to lodge a complaint when dissatisfied with training, assessment, or administrative services. Complaints will be heard without prejudice and resolved in a fair, equitable, and timely manner.

VEG Education will:

- provide clear and accessible procedures for submitting complaints,
 - ensure complaints are managed confidentially and respectfully,
 - maintain accurate records of complaints, investigations, and outcomes,
 - resolve complaints without victimisation or disadvantage to any party, and
 - use the findings from complaints to inform continuous improvement.
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3. Policy Principles

In managing complaints, VEG Education will ensure that:

- Natural justice and procedural fairness principles are applied at every stage.
- The complaints policy and procedure are publicly available through the website and student handbook.

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- Multiple avenues exist for making a complaint, including written submission, electronic lodgement, or assisted verbal lodgement formally documented.
- Complaints are acknowledged in writing within 5 business days.
- Complaints are assessed objectively, impartially, and confidentially.
- Resolution occurs, where possible, within 30 calendar days. If resolution requires longer, the complainant is advised in writing of progress every 30 days.
- Both complainant and respondent are provided the opportunity to be heard, with rights to support and representation.
- Final decisions are made by the CEO or a delegated impartial officer not previously involved.
- If the complaint is not resolved internally, the complainant will be offered access to an independent third-party review. The complainant will be advised of any applicable costs prior to proceeding.
- Complaint outcomes will not prejudice the complainant's current or future training participation.

4. Types of Complaints

Complaints may relate to, but are not limited to:

- the conduct of VEG Education, its trainers, assessors, or staff,
- a decision made by VEG Education,
- a participant's behaviour,
- training/assessment services, facilities, or administrative processes, or
- breaches of the RTO Standards, legislation, or codes of practice.

5. Responsibilities

- The CEO of VEG Education is the Complaints Resolution Officer.
- The CEO may delegate responsibility for investigation and resolution to a senior manager, provided they are impartial.

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- The Administration Manager ensures accurate complaints records are maintained securely in the Student Management System (aXcelerate).
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6. Complaints Process

1. Informal resolution (Stage 1):
 - Participants and staff are encouraged to resolve issues directly with the trainer, assessor, or staff member involved.
 - If unresolved, the matter progresses to a formal complaint.
 2. Formal complaint (Stage 2):
 - Complaints must be submitted using the *Complaints Form* (available online and from Administration) within 14 calendar days of the incident. Assistance is available if required.
 - The Administration Manager will register the complaint and notify the CEO within 2 business days.
 - The complaint is acknowledged to the complainant in writing within 5 business days.
 3. Investigation and resolution (Stage 3):
 - The CEO (or delegate) will investigate the complaint, ensuring impartiality. Separate interviews will be conducted where required.
 - Both complainant and respondent will have the opportunity to present their case.
 - Resolution, including corrective actions where required, will be communicated in writing within 30 calendar days. If unresolved within this timeframe, regular written updates will be provided.
 4. Review/Appeal (Stage 4):
 - If the complainant is dissatisfied with the outcome, they can request a review by the CEO.
 - If still dissatisfied, the complainant may be referred to an independent external reviewer. Details will be provided on request.
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7. Records Management

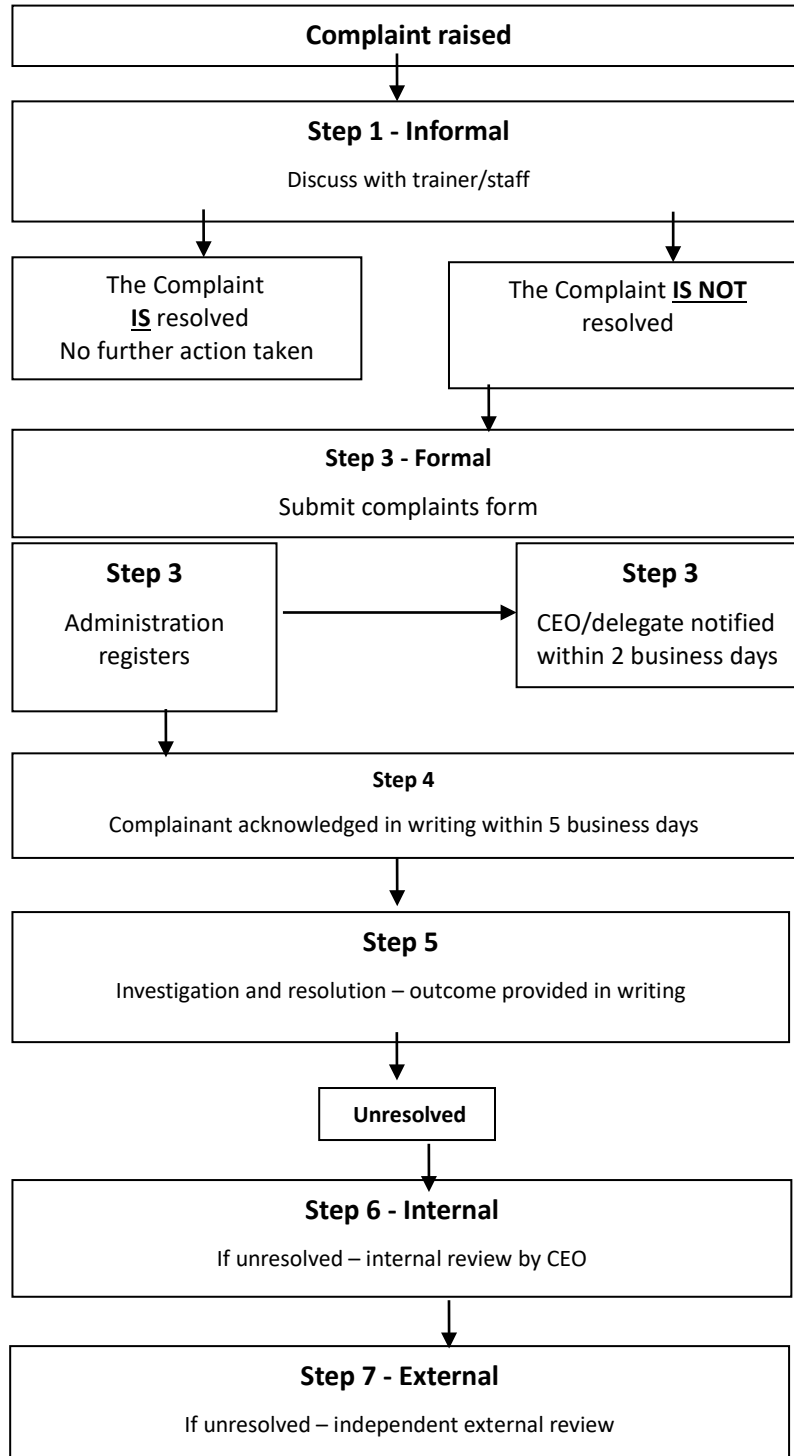
- Complaints and outcomes are recorded in the aXcelerate system and maintained for seven (7) years.
 - Records must include:
 - how the complaint was handled,
 - findings and outcome,
 - corrective actions implemented, and
 - timeframes for resolution.
 - Deletion of expired records will be conducted in line with document retention procedures and noted in the Complaints Register.
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8. Monitoring and Continuous Improvement

- Complaints data is reviewed quarterly by the General Manager.
 - Trends, systemic issues, and opportunities for improvement are identified and documented in the Continuous Improvement Register.
 - Policy and procedure effectiveness is reviewed annually or earlier if required by legislative or Standards changes.
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9. Complaint Handling Flow Chart



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10. Complaint Handling Flow Chart Summary

1. Complaint raised → discuss with trainer/staff (informal resolution)
2. If unresolved → submit Complaints Form (formal process begins)
3. Administration registers → CEO/delegate notified within 2 business days
4. Complainant acknowledged in writing within 5 business days
5. Investigation & resolution → outcome provided in writing
6. If unresolved → internal review by CEO
7. If still unresolved → Independent external review