

CUSTOMER COMPLAINT RESOLUTION PROCEDURE



Introduction	<p>It is ATTAR policy to provide an environment where Clients/Students are treated with professionalism, dignity, courtesy and respect.</p> <p>ATTAR is committed to the principles of negotiation and mediation in dealing with any complaint, appeal or grievance a Client/Student may have. ATTAR will encourage the parties to approach a complaints, appeals or grievance with an open view and to attempt to resolve problems through discussion and conciliation.</p> <p>Where a complaint, appeal or grievance cannot be resolved through this process, ATTAR acknowledges there may be a need for an appropriate external and independent agent to mediate or arbitrate on the matter.</p>
Purpose	<p>This procedure has been developed to assist in the resolution of a Client/Student complaint, appeal or grievance received by the Company, including but not limited to:</p> <ul style="list-style-type: none">• Training Curriculum;• Trainers/Assessors;• Other ATTAR Employee's;• Consulting Reports & Processes;• Treatment of Students by other Students;• Harassment;• Workplace Bullying and/or Violence;• Discrimination; or• Other matters as they arise. <p>Or appeals relating to:</p> <ul style="list-style-type: none">• Assessment Decisions. <p>The policy provides an avenue for most complaints, appeals and grievances to be addressed. It is recognised that in some cases alternative or complimentary measures may also need to be explored.</p>
Confidentiality	<p>Parties to a complaint, appeal or grievance are responsible for ensuring confidentiality at all times, with respect to both verbal discussions and written documentation relating to the complaint, appeal or grievance.</p> <p>The number of people involved in the resolution of a Client/Student complaint, appeal or grievance will be kept to an appropriate level. The number will also be limited to those with a genuine need to know, or need to be involved.</p>
Vexatious Grievance	<p>Vexatious or malicious complaints or grievances, (made in bad faith without genuinely believing the concern to be true) will not be tolerated.</p>
Victimisation	<p>No Client/Student may be threatened, victimised or disadvantaged as a result of:</p> <ul style="list-style-type: none">• making or intending to make a complaint, appeal or grievance;• providing information as a witness;• supporting an Client/Student who has made a complaint, appeal or grievance.
Disciplinary Action	<p>If a complaint, appeal or grievance is substantiated, ATTAR will consider the matter and where appropriate will initiate disciplinary action in line with the circumstances of the individual case, exclusive of any civil remedy or criminal penalty that might be pursued if appropriate.</p>

Resolution Procedures

A Client/Student complaint, appeal or grievance can be resolved either **informally** or **formally**.

As it is the decision of the Client/Student as to what process they wish to take to have their complaint, appeal or grievance resolved, the Client/Student should consider all options and select the one they are most comfortable with.

A complaint, appeal or grievance will be handled professionally and confidentially in order to achieve a satisfactory resolution.

A complaint, appeal or grievance will also be managed fairly, equitably and as efficiently as possible.

Informal Options

There are a number of informal options that are available to the Client/Student:

1. Taking no action
2. Self management
3. Management assistance
4. Management intervention

1. Taking No Action

A Client/Student who raises a complaint, appeal or grievance may decide to take no action. This may however, result in the circumstances of the complaint, appeal or grievance continuing as the other party involved may continue to be unaware of the matter.

2. Self Management

In this option, the Client/Student elects to approach and manage the complaint, appeal or grievance with the other party directly themselves and advise them of their concerns or in the case of inappropriate or offensive behaviour, that such behaviour:

- is offensive;
- is unacceptable;
- is against ATTAR policy; and
- should stop.

People can be unaware that their behaviour is giving offence or causing distress. If the matter is raised with them directly, informing them of the grievance, this can often result in the grievance being resolved immediately.

3. ATTAR Management Assistance

a) In this option, a Client/Student complaint, appeal or grievance should be discussed by the Client/Student concerned with the ATTAR Technical Director, with the view to resolution.

The ATTAR Technical Director will hear the Client/Student complaint, appeal or grievance and reply to the Client/Student within a short and acceptable time frame. The ATTAR Technical Director shall ensure the Client/Student is given a fair hearing when presenting any complaint, appeal or grievance they may have.

If it is inappropriate to raise the matter directly with the ATTAR Technical Director, then the Client/Student can raise the matter directly with the ATTAR Executive Officer.

b) If the grievance is not resolved, the matter should be raised with the ATTAR Technical Director for further investigation and discussion. The ATTAR Technical Director will review the matter and will seek clarification where appropriate, in order to assist the parties to reach resolution.

Informal Options (cont.)

4. ATTAR Management Intervention

In this option, a member of ATTAR Management approaches the other party on behalf of the Client/Student.

In this situation, the Client/Student making the complaint will not to be identified unless they have given their permission.

Management advises the other party:

- that a grievance has been received in relation to their behaviour;
- of the details of the alleged behaviour;
- that if the Client/Student has been displaying this behaviour, that it is to cease immediately and why;
- that any further instances of this behaviour may result in a formal investigation being undertaken.

Formal Options

There are a number of formal options that are available to the Client/Student:

1. lodging a formal complaint or appeal with ATTAR; and
2. lodging a formal complaint or appeal externally with the appropriate Government body.

1. Lodging a formal complaint or appeal with ATTAR

When lodging a formal complaint, appeal or grievance with ATTAR the complaint, appeal or grievance must be made **in writing** to ATTAR, (an email is sufficient). The ATTAR Technical Director will outline the steps involved with a formal complaint or appeal and ensure the Client/Student is happy to proceed with a formal investigation.

A formal investigation will involve the appropriate action/s from the list below, dependant on the type of complaint, appeal or grievance:

- an interview with the complainant (to ascertain the facts as perceived by the individual);
- an interview with the respondent (to provide the respondent with the details of the complaint, including the name of the complainant, and provide them with the opportunity to respond to the allegations.);
- interview/s any witness/es where it is deemed necessary to clarify /confirm information provided by either party;
- in the case of an assessment decision appeal, the results will be reviewed by a Level III Certified person;
- the collection of any other evidence;
- a decision being made on the outcome of the investigation based on the evidence gathered from all sources;
- identification of the applicable solution and corrective actions the to be taken as a result the above decision;
- both the complainant and the respondent are advised of the outcome of the investigation;
- solutions and any corrective actions implemented;
- the ATTAR Technical Director will follow up with the complainant to ensure that the grievance is resolved and that the solution is working satisfactorily.

Formal Options (cont.)

All parties involved in a formal investigation will be advised that:

- they can have a support person present during any discussions/interviews/meetings;
- the matter is confidential and is not to be discussed with anyone outside of the formal process being undertaken unless otherwise required by law.

Record Keeping

All details of a complaint, appeal or grievance will be recorded securely in the Company Grievance File and will include the date, nature of the matter, any action taken or required and the outcome/resolution reached.

If a complaint, appeal or grievance **is** found to be **substantiated**, the finding shall be communicated to the parties. A brief report outlining the nature of the matter, the investigation findings and corrective actions taken or required, will be placed on the Client/Student's file.

If a grievance or complaint **is not substantiated**, the finding shall be communicated to the parties and the grievance will be recorded as normal in the Company Grievance File, not on the Client/Student file. The only exception to this arrangement is when an assessment appeal **is not substantiated**, the finding shall be communicated to the party and the appeal documentation will be recorded both in the Company Grievance File and on the Client/Student file.

Any corrective action taken will also be recorded in accordance with the NATA QA Manual using the **Corrective Action Report Form & The Corrective Action Report Log**.

Where a vexatious complaint, appeal or grievance **is substantiated**, this will be recorded on the Client/Student file.

2. Lodging a formal complaint externally

Where possible, all attempts should be made to resolve complaints or appeals directly with ATTAR.

If a Client/Student wishes, they can approach one of a number of relevant Government Bodies for assistance, including the Dispute Settlement Centre of Victoria, at the Department of Justice on 1800 658 528 (free call) in relation to their complaint, appeal or grievance. It should be noted that the cost of any external mediation will be borne equally by both parties.

Flowchart

Please refer to the attached flowchart for this procedure

Customer Complaint Resolution & Appeal Procedure Flowchart

