

KTA102

1. Summary

Komatsu Training Academy (KTA) is committed to providing quality training and assessment services. The complaints policy has been created to ensure that participants can submit a written complaint and KTA can resolve the issue.

2. PURPOSE

The purpose of this policy is to ensure that KTA responds to complaints by its stakeholders in a timely, appropriate, fair and equitable manner and to outline the steps required for handling complaints received by its stakeholders.

3. SCOPE

A participant may lodge a complaint regarding the RTO, Third Party; Subcontractor; another participant or Trainer/Assessor. There is also provision for all interested stakeholders to make a complaint if they feel aggrieved. For example, a Trainer may lodge a complaint against a participant.

A complaints procedure is available to all persons wishing to make a complaint or any other manner of objection in relation to the conduct of KTA. The complaints procedure will address:

- Informal complaints
- Formal complaints
- Complaint dispute resolutions.

***Please note if a complaint relates to academic issues, references should be made to the KTA Appeals policy.**

Informal Complaint Process:

If an informal complaint arises the participant is encouraged in the first instance to discuss with a KTA staff member, to initially discuss and resolve the issue. This can be referred to the KTA Regional Training Manager who will hear the participants complaint, make fair judgement to the best of their ability as to whether change(s) are required and then discuss their final decision with the participant

If the complaint is not resolved the complainant will be encouraged to follow the formal complaint procedure.



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Formal Complaint Process:

All formal complaints must be submitted in writing to KTA Regional Training Manager and will be heard and addressed, including a response to the aggrieved person, within **five business days** of receipt for receipt of the formal complaint.

Initial contact will be made with the complainant to determine if the complaint can be resolved, and if support is required for the complainant.

It is the responsibility of KTA management to ensure adherence to the complaint procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting participants with access to the complaint's procedure.

1. The Regional Training Manager will acknowledge in writing receipt of the formal complaint request within **five business days**
2. The Regional Training Manager will determine if support is required for the complainant and obtain appropriate support for the complainant if required.
3. The Regional Training Manager will conduct a review of the complaint and/ or allocate to or independent individuals/committee if required.
4. Assess the complaint and gather any supporting evidence required to determine an outcome.
5. Conduct the complaints process in a confidential manner.
6. Interview all parties involved in complaint – (if required) to determine an outcome.
7. Inform complainant if further time is required to determine the outcome of the complaint, with reasonable explanation as to why further time is required.
8. Determining a fair and reasonable decision on the grounds of a fair and equitable process.
9. Inform complainant of the outcome of the complaint review in writing, and inform of the complaint's dispute resolution process, if they are not satisfied with the outcome.
10. Document and record the complaint outcome on the complaints register.
11. Determine any further continuous improvement actions because of the content of the complaint.
12. A reasonable outcome /response to the complaint should be issued within **twenty business days** of receiving the complaint.



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Complaint Dispute Resolution

If the complainant is not satisfied with the outcome of the formal complaint and wish to raise a dispute resolution (appeal) request. This should be done within **five business working** days of receiving the initial complaint outcome.

1. Determine and seek support services if required for those involved in the complaint.
2. The National Training Manager - RTO will confirm receipt of the written complaint dispute resolution request within **five business days** and will determine an outcome or refer to an independent body. During this process, further interview and evidence gathering will occur if required.
3. The National Training Manager - RTO may determine that a third party or independent party, conduct the complaints dispute resolution process.
4. The dispute resolution process will be conducted and if further time is required the complainant should be informed in writing with reasons why further time is required.
5. The National Training Manager - RTO will inform the complainant of the outcome of the dispute resolution process in writing within **twenty business days** of the decision being made. Further information will be provided at this time to the complainant regarding external agencies available to them.

Complaints should be submitted to:

Komatsu Training Academy - Complaints
kta@komatsu.com.au

External agencies:

National Training Complaints Hotline on 133 873 or <https://www.dewr.gov.au/national-training-complaints-hotline>

ASQAConnect on 1300 644 844 (VET Tip-offs) or www.asqa.gov.au/complaints

