

# Suggestions and Complaints Procedure



## PURPOSE

To increase the level of client, student and stakeholder satisfaction with the delivery of services, enhance customer/provider relationship and provide an efficient, fair and accessible mechanism for resolving customer complaints.

## SCOPE

This procedure includes all suggestions and complaints (including dispute and/or infringement of an individual's rights) mechanisms for MADEC (MADEC Australia) sites, employees, clients, students and stakeholders.

## RESPONSIBILITIES

The Board of Management and Chief Executive Officer (CEO) are committed to having efficient and fair resolution of complaints by ensuring that systems are in place and are effective.

Managers and/or their delegates are responsible for complaints documentation; investigation and resolution and notifying the relevant external bodies regarding complaints.

The Quality Assurance Manager is responsible for maintaining the suggestions and complaints on TRACK, collating data, analysing and reporting trends to Corporate Management Team and Board of Directors.

All staff are responsible for encouraging clients/students or stakeholders (including families, carers and advocates) to provide any feedback and entering any suggestions or complaints on TRACK.

## COMPLAINTS SUBMISSION PROCEDURE

If you have a concern, you should raise this firstly with a MADEC staff member, who may be able to sort out the problem immediately.

Suggestions or Complaints are encouraged as MADEC view these as Opportunities for Improvement and can be made verbally or in writing. A **Feedback Form** can be completed and given to **any MADEC staff member**, placed in any **Suggestion Box at any MADEC site** (you may remain anonymous) or **posted to the address on the form**. Feedback can also be entered into the feedback section on the MADEC website [www.madec.edu.au](http://www.madec.edu.au). All website feedback will be directed to the relevant department area manager for follow up.

Any Suggestions or Complaints will be entered directly into an electronic database (TRACK) and be investigated by the appropriate manager.

In the event of a complaint, an appointment can be made for you to speak to the Manager or nominated person to handle complaints. If the complaint involves the Manager, the complaint will be directed to the CEO.

Complaints will be confidentially investigated by the Manager or someone s/he assigns. You may be asked to provide additional Information as part of the investigation. The Manager or delegate will review the information from all sources impartially to determine what action needs to be taken to resolve your complaint.

Any Suggestion, Complaint or Enquiry can be submitted through the MADEC website [www.madec.edu.au](http://www.madec.edu.au).

# Suggestions and Complaints Procedure



## 1-RIGHTS AND RESPONSIBILITIES

MADEC promotes client/students rights & responsibilities which include the right to complain. There are codes/acts that are promoted and information given to clients/students on registration:

- Employment Services: The Department of Employment Code of practice
- Education and Training: National Vocational Educational Training Regulator Act 2011 (the Act), including Standards for Registered Training Organisations
- National Harvest Labour Information Service (NHLIS). The (DOE) Code of Practice

Copies in different languages are available and staff have access to interpreter services if required, Information is provided to staff at orientation and also through regular newsletters.

## 2-FAIRNESS

MADEC recognises the need to be fair to both the complainant and/or the person against whom the complaint was made. Complainants have the right to:

- Be heard;
- Be informed of the criteria and processes, including the avenues for further review;
- Be informed of the decisions and reasons for such decisions;
- Know that the complaint is being reviewed independently where possible;
- Confidential, non-discriminatory treatment
- Seek independent advice and representation (advocate)

## 3-VISIBILITY

Suggestions and Complaints are captured through a number of ways including:

- Feedback Forms which are available at each reception area,
- Feedback Section on the website
- NHLIS Visitations and Expo's
- NHLIS Call Centre
- Social Media
- Regular surveys (refer: Satisfaction Surveys) and
- TRACK

Clients of Employment Services are advised that they can contact Department of Employment completing a jobactive Complaints Compliments Suggestions Form or use the Customer Service Line, contact details are included on the Feedback Form.

Students must seek to have the complaint investigated through MADEC's internal processes (refer to the MADEC website for the Student Appeals Procedure). If through the internal complaint process, the issue is unable to be resolved the student is then able to request an independent review through Skilling Australia via the National Training Complaints Hotline. Only after failure of this independent review to obtain a resolution is the student able to submit a complaint with ASQA.

Clients of the NHLIS are advised that in addition to contacting NHLIS, they can also contact Consumer Affairs, Fair Work and in matters of an emergency the police.

## COMPLAINTS HANDLING PROCESS

Complaints/disputes are resolved as quickly as possible, preferably on first contact if the complaint is straightforward.

Upon receipt of any verbal suggestion or complaint, the person receiving the complaint, will enter this as a non-conformance Report on TRACK refer: Continuous Improvement. All complaints whether verbal (informed) or in writing (formal) are entered onto TRACK. The manager will

# Suggestions and Complaints Procedure



investigate the complaints within 5 working days and notify the complainant of the outcome. The details of the investigation, outcome and discussions with the complainant will be entered in TRACK.

Where MADEC Student Appeals have not been resolved and considers more than 60 calendar days are required to process the complaint or appeal, the MADEC Community College Manager or National Training Manager will; inform the complainant or appellant in writing, including reasons why more than 60 days are required and regularly update the complainant or appellant on the progress of the matter.

Outcomes from NHLIS complaints may include suspension of a grower from using the NHLIS service for a period time which is determined on an individual case basis and in consultation with Department of Employment. The number and nature of complaints are taken into consideration by MADEC CEO and the referring NHLIS State Manager case by case. During this process NHLIS act accordingly to section 2: Fairness, of this policy.

## **DATA COLLECTION**

The Quality Manager will collect data relating to complaints and produce regular reports to the Corporate Management Team. Departmental reports can be generated to gather the number and nature of complaints received for compliance reporting and/or performance management e.g. NHLIS Growers. Annually statistics and trends will be prepared which identify:

- Trend nature of complaints;
- Services about which complaints are made;
- Business practices about which complaints are made;
- Response time targets;

## **FEEDBACK AND SURVEYS**

Management actively seeks feedback from clients/students and staff. Surveys are conducted at regular intervals for community college students via AQTF Employer and Learner Questionnaire and Employment Services and Indigenous Community Links Survey. DES clients/stakeholders are invited to participate in an annual DES Satisfaction Survey. NHLIS conduct an annual grower survey via survey monkey. When the results of the surveys are collated any identified Opportunity for Improvement is captured on TRACK.

## **EDUCATION**

All employees receive education and training in the complaints procedures and TRACK during orientation and induction processes.

**CUSTODIAN: Quality Assurance Manager**

## **REFERENCES:**

Employment Services Deed

ISO 9001:2015 9.1.3 Customer Satisfaction Standards for Registered Training Organisations

National Standards for Disability Services