

## COMPLAINTS PROCEDURE

Australian Institute of Arboriculture Complaints Procedure	
<b>PURPOSE</b>	<p>This process serves as the guide and reference document for the complaints handling of Australian Institute of Arboriculture.</p> <p>Changes to this procedure must only be made upon approval of the CEO.</p>
<b>ROLE UNDERTAKING TASK</b>	Training Team / Management
<b>DOCUMENT UPDATE</b>	22 June 2018

STEP 1 – Initial Review of Complaint		
No.	Who	Actions
1.1	<b>Student</b>	a. Raises the concern with Australian Institute of Arboriculture
1.2	<b>Staff</b>	<p>b. Attempt to resolve the complaint immediately.</p> <p>c. If the matter is successfully resolved, identify if there are areas of improvement and log any identified improvement opportunity in the Continuous Improvement Register</p> <p>d. If the matter is not resolved, advise student of their right to make a formal complaint referring them to Australian Institute of Arboriculture’s Complaints and Appeals Policy in the website or Student Handbook</p> <p>e. Provide Student with access to the Complaints Lodgement Form</p>
STEP 2 – Lodgement of Complaint		
No.	Who	Actions
2.1	<b>Student</b>	<p>a. Lodge a complaint in writing using the Complaints Lodgement Form as soon as possible</p> <p>b. Student will receive an email confirming a complaint was received and that Australian Institute of Arboriculture staff will be in touch once the form is lodged.</p>

2.2	<b>Admin Staff</b>	<p>c. Once complaint is lodged, Admin Coordinator will receive an email notifying a complaint was lodged.</p> <p>d. Update the student record in the SMS by creating a note and nature of complaint</p>
2.3	<b>CEO / Assigned Staff</b>	<p>e. Once a complaint is lodged the CEO will receive an email notifying that a complaint was lodged</p> <p>f. Conduct a participative review of the complaints lodged</p> <p>g. If needed, assign stakeholder(s) / Australian Institute of Arboriculture staff independent to the complaint to resolve matters within timeframes.</p>

### STEP 3 – Processing the Complaint

No.	Who	Actions
3.1	<b>CEO / Assigned Staff</b>	<p>a. Aim to resolve the complaint as quickly as possible and within 30 days from the time action item was assigned or within timeframe specified by the Consumer Protection Officer. Actions which may be taken may include but are not limited to:</p> <ol style="list-style-type: none"> <li>1) Discussing the facts of the complaint with the complainant.</li> <li>2) Where appropriate and applicable, discuss the complaint with the respondent giving details of the complaint and complainant, giving cause to procedural fairness.</li> <li>3) Where appropriate and applicable, encourage and facilitate the disputants to engage in mediation on an informal level.</li> <li>4) Interview all parties individually, including any witnesses</li> <li>5) Conduct interviews privately and confidentially</li> <li>6) Where applicable, report the outcome of the meeting with the respondent to the complainant.</li> </ol> <p>b. Seek preferred outcome from each of the parties.</p> <p>c. Communicate with the student every time action are taken and decisions once complaint has been resolved.</p>

### STEP 4 –Finalising the Complaint

No.	Who	Actions
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4.1	<b>CEO / Assigned Staff</b>	<ul style="list-style-type: none"> <li>a. Record all communication and documents related to the resolution actions in the Complaints and Appeals Register.</li> <li>b. Assign the Admin Staff to update the student record in the SMS</li> <li>c. Lodge continuous improvement opportunities in the Continuous Improvement Register.</li> </ul>
4.2	<b>Admin Staff</b>	<ul style="list-style-type: none"> <li>d. Update the student record in the student management system with complaint resolution outcome.</li> <li>e. Place all documentation from complaint file onto student file.</li> </ul>
4.3	<b>CEO / Managers</b>	<ul style="list-style-type: none"> <li>f. Monitor the learning environment to ensure that the behaviour/incident does not re-occur.</li> <li>g. Discuss complaints, action items and communications during Management Meeting or Continuous Improvement Meetings.</li> </ul>

#### STEP 5 – Referral to External Arbitrator

No.	Who	Actions
5.1	<b>CEO / Training Manager</b>	<ul style="list-style-type: none"> <li>a. Contact and engage the External Arbitrator for a review of the complaint, providing all relevant documentation.</li> <li>b. Cooperate with External Arbitrator for a review of the complaint.</li> </ul>
5.2	<b>External Arbitrator</b>	<ul style="list-style-type: none"> <li>c. Review, investigate and mediate the complaint with all relevant parties and make a ruling.</li> <li>d. Prepare a formal written report on the investigation, providing a copy to both the CEO of Australian Institute of Arboriculture and complainant.</li> <li>e. Australian Institute of Arboriculture will abide by any resolutions as recommended by the External Arbitrator.</li> </ul>
5.3	<b>CEO / Training Manager</b>	<ul style="list-style-type: none"> <li>f. If the complaint is upheld, abide to the resolution decided on and proceed to step 4.1.</li> <li>g. If not upheld, inform student in writing that the original decision is to stand and proceed to step 4.1</li> </ul>

**VERSION CONTROL**

Version Control Table			
Date	Summary of Modifications	Modified By	Version
22/06/2018	Document Creation	Australian Institute of Arboriculture	v. 1.0