

Complaints Handling Policy

1. Quality Statement

This policy ensures that all complaints relating to CERT's marketing, administration, training and assessment processes, staff, students, and third parties are managed promptly, fairly, confidentially, and without disadvantage to the complainant. CERT is committed to meeting the requirements of the Standards for Registered Training Organisations (RTOs) 2015, treating complaints as opportunities for improvement and supporting continuous quality enhancement.

2. Quality Standards

This policy aligns with the Standards for Registered Training Organisations (RTOs) 2015, specifically Standard 6, which requires that learners and employers have their complaints and appeals addressed fairly, efficiently, and transparently. The policy ensures secure maintenance of evidence, transparent processes, and timely, impartial resolution of complaints and appeals.

3. Quality Principles

Information Provision

- Inform all stakeholders of their right to lodge a complaint and the process for doing so.
- Provide clear, accessible information about how to make a complaint, including written, verbal, and electronic options.
- Ensure privacy and confidentiality are maintained throughout the process.
- Advise complainants of their right to escalate complaints to external agencies if unresolved internally

4. Roles and Responsibilities

- **National Quality Manager:** Oversees the complaints process, ensures compliance with the 2015 Standards, and maintains secure records of all complaints and outcomes.
- **CERT Staff:** Support complainants, maintain confidentiality, participate in investigations, and ensure procedural fairness.
- **Complainant:** Provides sufficient detail for fair investigation and participates in the resolution process.
- **Training Coordinators:** Ensure all prospective and current students are informed of the complaints process during enrolment and throughout their training journey and support the resolution of complaints at the earliest possible stage.

5. Procedure

Complaints Handling Procedure V1.0 25 (CHP-PD_V25.1)

6. Related Documents and Tools

- Complaints Lodgement Form
- Assessment Appeals Policy and Procedure
- Assessment Appeal Review Form
- Complaints and Appeals Register

Policy Name and Code	Complaints Handling Policy and Procedure V1.0 25 (CHP-PD-V25.1)		
Effective Date	01-May-2025	Policy Owner	State Manager/RTO Manager
Last reviewed	01-May -2025	Page Number	1 of 2
Next Review	28 Apr -2027	Tags	appeal, protection, student, regulation, approval, complaint, funded

- Consumer Protection Policy and Procedure
- Continuous Improvement Register

7. Feedback

Feedback on this policy and its implementation can be provided at any time to the National Quality Manager via Quality.Compliance@certrail.com. All feedback is valued and will be considered as part of CERT's ongoing commitment to quality improvement.

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