

POLICY NUMBER: SLPOL043:1**POLICY TITLE: Complaints Policy**

Supersedes: Nil

Release Date: December 2020

Review Date: December 2021

1.0 PURPOSE AND SCOPE

Skillset is committed to ensuring that any complaint is handled fairly, confidentially and quickly by Skillset. This policy sets out the process for clients or other stakeholders to make a complaint, and where they can go if they feel that the complaint has not been resolved in a satisfactory manner.

This policy applies to complaints experienced by a client or other stakeholder. At Skillset we take complaints seriously, and have a process through which we seek to resolve them.

The complaint handling process aims to provide the following:

- Feedback on problems being experienced about Skillset that the organisation may not be aware of.
- Intelligence within the organisation to reduce double handling of complaints and deal with issues in a prompt and coordinated fashion.
- Efficient resolution of client dissatisfaction about the services provided by Skillset to prevent client dissatisfaction from re-occurring.
- Consistent processes to ensure that both clients and employees have confidence that the complaint handling process will be fair, transparent, consistent and effective.
- A system of reporting so that problems and trends can be identified and used in improvement planning.

2.0 DEFINITION

A complaint can be defined as: “An expression of dissatisfaction, concern or frustration, however made, about the standard of service, actions or lack of action made by Skillset or its employees, affecting an individual or group of clients or other stakeholders.”

3.0 MAKING A COMPLAINT

A complaint may be received in any format the complainant feels comfortable with, either face to face, by telephone, by email or fax, through the Skillset website or by posting a written complaint. Complainants may elect to remain anonymous or be dealt with under a pseudonym, however if a complainant elects to do this, the complaint may not be able to be investigated fully, and a resolution may not be able to be provided.

Skillset will not disclose any personal information or details about a complainant to a party external to Skillset without the permission of the complainant.

If a complaint is resolved satisfactorily in the initial contact with Skillset, no further action will occur.

However, where this is unable to occur, the Skillset staff member who initially receives the complaint will take as much detailed information from the complainant in the first instance as is possible.

The Skillset staff member will then pass this information to the most Senior Manager appropriate to handle the complaint. Who this is will depend on the nature of the complaint, and the seriousness or complexity of the complaint.

Authorised by: Craig Randazzo

Position: CEO

Date: September 2019



Supersedes: Nil

Release Date: December 2020

Review Date: December 2021

Skillset will initially contact the complainant to determine the problem and discuss what options may be available to resolve the complaint.

Skillset will then maintain contact with the complainant at regular intervals until the complaint is resolved. Skillset will aim to resolve complaints within 30 days, and will communicate to the complainant if this is not possible.

4.0 HANDLING THE COMPLAINT

The Skillset staff member who will handle the complaint will formally assess the complaint. In their assessment, they will take into consideration all of the following:

- Record of the details of the complaint in Job ready
- History of the complaint
- The steps taken so far to resolve the complaint
- Reasons for any actions so far in relation to the complaint
- The version of events from the person or entity being complained about
- Recommendations in relation to the complaint.

At the conclusion of the assessment, the Skillset staff member handling the complaint will notify the complainant of the outcome and any actions as a result of the complaint. A record of the complaint and notification will be maintained by Skillset for continuous business improvement in the Job Ready CRM.

5.0 ESCALATION OF COMPLAINTS

If after the complaint has been handled and resolved as detailed above, the complainant is still unsatisfied with the outcome, they may ask that the complaint outcome is reviewed by the Skillset's General Manager. In this instance, the General Manager will look over the assessment details of the complaint and determine whether the complaint was handled correctly.

If after the second review the complainant is still not satisfied, a final internal review of the complaint and its assessment will be handled by the Chief Executive Officer.

After each of the internal reviews, the complainant will be notified of the outcome and reasons for the outcome.

6.0 EXTERNAL RESOLUTION OF COMPLAINTS

Where Skillset can't resolve or clarify a complaint to the complainant's satisfaction, we will provide advice regarding the available rights and opportunities for external review. The organisation, authority or person we refer to will depend on the nature of the complaint.

Authorised by: Craig Randazzo

Position: CEO

Date: September 2019