

### **POLICY STATEMENT**

Perth Boat School acknowledges the clients' right to lodge a complaint when they are dissatisfied with the training and/or assessment services that they have been provided by Perth Boat School.

Perth Boat School will ensure that clients have access to a fair and equitable process for expressing complaints regarding training and assessment issues, and that Perth Boat School will handle customer complaints with fairness and equity.

In doing so, Perth Boat School will deal with customer complaints in a constructive and timely manner, ensure that each complaint and its outcome is recorded in writing; and ensure that customer complaints and their outcomes are fed into continuous improvement initiatives.

### **CUSTOMER COMPLAINTS 1.0 INTRODUCTION**

Perth Boat School is committed to providing high standards of customer service with the utmost professionalism.

Perth Boat School maintains and enhances its level of service provision and value client feedback where opportunities for improvement can be identified.

Perth Boat School has in place a formal and automated system of gathering feedback from each and every single student and has received thousands of comments and suggestions of positive feedback, all of which are visible on the website.

Perth Boat School, as a registered training organisation (RTO), is committed to providing quality training and assessment in accordance with the Australian Quality Training Framework (AQTF).

Perth Boat School has a process and procedures in place for dealing with customer complaints.

**POLICY PRINCIPLES :**

2.1 Principles

2.1.1 Complaints will be treated seriously and dealt with promptly, impartially, sensitively and confidentially.

2.1.2 Perth Boat School ensures that participants have access to a fair and equitable process for dealing with complaints concerning training or assessment issues.

2.1.3 Every effort is made by Perth Boat School to resolve participants complaints in a timely manner.

2.1.4 Perth Boat School will attempt to resolve complaints on an individual case basis, as they arise.

2.1.5 All participants have the right to express a concern or problem or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided while undergoing training with Perth Boat School.

2.1.6 The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant, using a process of discussion, cooperation and conciliation.

2.1.7 The rights of the complainant and respondent will be acknowledged and protected throughout the entire complaint resolution process.

2.1.8 In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.

2.1.9 Perth Boat School employees involved, in an official capacity, in any aspect of the process will maintain absolute confidentiality at all times.

2.1.10 All parties have the right to representation during the complaint resolution process.

2.1.11 The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.

2.1.12 Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.

2.1.13 Complainants retain the right to lodge a complaint with outside agencies at any point during the complaint resolution process.

Policy Document (Policy & Procedure)  
POL11 Customer Complaints

## **Types of Complaints**

A complaint may be made against, but is not limited to, the following areas:

2.2.1 Training and Assessment Materials – where training and assessment materials and/ or resources are thought to be inappropriate.

2.2.2 Information – where information provided, be it written or verbal, is thought to be inappropriate or incorrect.

2.2.3 Services – where training and assessment services offered or provided are thought to be inappropriate services.

2.2.4 Direct Discrimination when a person(s) is treated unfairly, unequally or harassed on the basis of a characteristic or a presumed characteristic relating to person's sex; sexuality, pregnancy, marital status, race, disability or age.

2.2.5 Indirect discrimination when a requirement (written or unwritten rules, traditions, practices, procedures or structures) which is the same for everyone, has an unequal or disproportionate effect or result on particular groups of people.

2.2.6 Victimization - if a person(s) treats another less favorably because they have:

- lodged an informal/formal complaint of discrimination or harassment
- provided evidence or information about a complaint
- reasonably maintained their right or the right of another person to lodge a complaint
- acted on their rights provided by the Equal Opportunity Act

Victimization may constitute verbal abuse, deliberate isolation by other students or employees, denial of promotional or training opportunities or any other detriment. While the legislation provides protection against victimization Perth Boat School is responsible for acting to ensure that it does not occur.

2.2.7 Privacy Breach - relating to the collection, storage, and access to collection, use and disclosure of personal information.

2.2.8 Personal behaviours and conflict – where an individual's behaviour is considered to be inappropriate or causing disruption or conflict.

### **How do I give feedback or complain?**

You can easily provide us with your feedback in writing via email to [admin@perthboatschool.com.au](mailto:admin@perthboatschool.com.au) or via mail to PO Box 560 Fremantle, 6959.

#### **STEP 1**

Your complaint should include all the below details;

Full Name

- 1) Are you the person affected by the issue or are you doing this on behalf of someone else?
- 2) If there is another person you are responding on behalf of - what is this persons full name:
- 3) Does the person affected by the issue come from a background or have a disability that leads to problems reading and understanding English?
- 4) Do you have individual requirements e.g. due to vision impairment, TTY, etc?
- 5) Is the person affected by the issue under the age of 18 years?
- 6) What exactly is the issue? Refer to "Types of Complaints" above ion you need assistance categorising this.  
Please only keep to the facts relevant, as our staff are not required to take abuse and any communications that contain abuse or defamatory statements will not be read, and you will be asked to resubmit the complaint in a manner containing only the relevant details.
- 7) What have you done to solve the issue?

What action would you like to be taken? i.e. what is the outcome you believe should occur?

#### **STEP 2**

Your complaint will be acknowledged in writing within five (5) business days of it being received.

#### **STEP 3**

Perth Boat School senior staff will look into your complaint and gather the relevant facts to verify the facts claimed.  
The investigation will determine the nature of the complaint and what rules have been broken, if any.

Perth Boat School aims to resolve any complaint within ten (10) business days, however, should more time be required you will be notified in writing with a revised response date and kept up to date regularly on the progress of the matter.

#### **STEP 4**

The Manager of Perth Boat School will review, investigate and mediate to resolve the complaint within 10 working days.

Actions which may be taken include, but are not limited to:

- Discussing the facts of the complaint with the complainant, within 7 working days of receiving the complaint.
- Where appropriate and applicable, discuss the complaint with the respondent giving details of the complaint and complainant, within 7 working days.
- Where appropriate and applicable, encourage the disputants to engage in mediation on an informal level, with the Manager of Perth Boat School present.
- Interview all parties, including any witnesses individually (each of the parties must be informed that they have the right to have an independent person present during the interview of their choosing)
- Advise and caution all parties on the importance and need to maintain confidentiality and discretion so as not to pervert the course of natural justice.
- Conduct interviews privately and confidentially
- Where applicable, report the outcome of the meeting with the respondent to the complainant.
- Following discussion with the complainant and respondent, institute any necessary actions and /or administrative arrangements.
- Make a decision to the resolve of the complaint, within Perth Boat School policies.
- Monitor the learning environment to ensure that the behaviour does not recur.
- Confirm all parties are satisfied with the outcome of the complaint.
- Advise all parties on their rights for further review via an external arbitrator or through ASQA.

## **STEP 5**

Should the person making the complaint be dissatisfied by the decision made by Perth Boat School, the person has the right to take it to ASQA.

ASQA has a Complaints Tool that is now available on ASQA's website, that all stakeholders must complete.

This determines if a potential complaint is within ASQA's jurisdiction or not. If ASQA accepts a complaint, the ASQA Complaints Team will then review the information provided and conduct a risk assessment.

Following the risk assessment, ASQA makes a decision about what to do with the information a stakeholder has provided.

ASQA may:

- use the information provided in the complaint to inform future regulatory activity
- contact the provider to request a specific action, and/or
- undertake a formal investigation (in the most serious cases).

If a complaint has been made against an RTO, ASQA may contact the organisation to request further information if the complaint is substantiated.

<https://www.asqa.gov.au/complaints/contact-your-training-provider-making-complaint-asqa>

## **STEP 6**

Perth Boat School will abide by any resolutions as recommended by ASQA