

DISPUTES, COMPLAINTS AND GRIEVANCES POLICY

POLICY NO: 012

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Pages:	4

POLICY PURPOSE

Communicare Inc. has existing and developed Procedures to effectively deal with any complaints/incidents to manage privacy risks and issues.

Section 2 of Communicare Policy and Procedure Manual titled Privacy Policy, is to be the first point of reference for all Communicare staff in relation to disputes and complaints, and in all instances this will be the first reference for staff of the Academy. The following are supporting general statements that are specific to the Academy location.

Where a dispute, complaint or grievance arises, in the first instance, it should be dealt with in an informal manner (e.g. where the grievance arises at the class level there should be a genuine attempt to resolve the grievance at this level). Every attempt to resolve the issue with acceptable outcomes for all involved must be attempted before escalation to a formal complaint. If a grievance cannot be resolved informally, it may be considered under formal grievance procedures.

Disputes, complaints and grievances should be discussed and managed within a general framework of co-operation which emphasises prevention of further disputes.

PROCEDURE

The procedure addresses:

- the need to identify and address any systemic/ongoing compliance problems,
- developing an increase of consumer confidence in Communicare’s privacy procedures; and
- helping to build and preserve Communicare’s reputation in the handling of its business.

The procedure is:

- **Completely confidential** – Only people directly involved in making or investigating a complaint will have access to information about the complaint.
- **Unbiased** – Both sides will have a chance to put their case. No assumptions will be made and no action will be taken until all relevant information has been collected and considered.
- **Free of repercussions** – No action will be taken against anyone for making a genuine complaint or helping someone to make a complaint. Management will take all necessary steps to ensure that no victimisation occurs against anyone who makes a complaint.
- **Timely** – All complaints will be dealt with as quickly as possible.

1	Stakeholders have access to this policy on the Communicare Academy website and the location of this is to be communicated during enrolment.
2	Issues raised from students, employers or any other stakeholder directly involved in the delivery and assessment of education/accredited training must be handled with the utmost professionalism at all times.
3	All complaints, disputes and grievances must be treated with fairness and with a view to a speedy and mutually acceptable outcome. Information resulting from a grievance will remain confidential unless it directly breaches legislative regulations.
4	All formal complaints, disputes and grievances must be received in writing and addressed to the Principal

5	The Principal must formally acknowledge receipt, either by email or in writing within 24 hours of receipt of the complaint
6	Depending on the nature of the complaint, the Principal will engage stakeholders' at the most appropriate level of communication and intervention for the complaint and stakeholder's situation
7	All complaints must be logged in the complaints register and saved in a file under the relevant state file.
8	Depending on the severity of the complaint, the CEO of Communicare must be formally advised in writing with the attached complaint
9	A thorough investigation of the complaint must be undertaken within 5 working days of receipt of the complaint
10	Failure to reach a satisfactory outcome with the parties involved will result in escalation of the complaint to the CEO of Communicare for further clarification, investigation and determination
11	Should there be no resolution to the complaint, dispute or grievance at this level, an external, independent arbiter will be appointed. The arbiter sought will be agreed upon by all parties, so that each member has an unbiased mediator and each view is represented.

**Communicare Academy
Complaints Flow Chart**
For All Stakeholders (Student, Parent, Employee, External Agency)

