

Complaints Policy

Policy Purpose

The purpose of this Complaints policy and procedure is to outline Landscape Skills and Qld Small Business Courses' ("Landscape Skills") approach to provide a clear process for Landscape Skills (including trainers, assessors and other staff), Students and any Third Parties to raise their concerns and complaints in an efficient and effective manner.

Scope and Policy Statement

This policy is available to the public through the website of Landscape Skills. It provides a guide for the procedure to be followed for any complaints received and adopts the principles of natural justice and procedural fairness by following the procedure within.

Definitions

Complaint	Complaint or allegations involving the conduct of Landscape Skills (including trainers, assessors and other staff), Third Parties conducting services on behalf of Landscape Skills or Students.
Complainant	Student or any person with the issue and making the complaint to Landscape Skills

Responsibilities

The CEO will be responsible for the handling of all complaints in conjunction with any staff members related to the complaint.

Procedures

Complainant to discuss the issue/ with the person involved to try and resolve it verbally.

If no resolution is reached, the complainant should discuss the issue / complaint with his / her trainer to see if it can be resolved.

If still no resolution the student should put the following information relating to the complaint in writing:

* description of the complaint

* state whether they wish to formally present their case

* steps taken to deal with the complaint

* what they would like to happen to fix the problem and prevent it from happening again

The complainant must submit the complaint to support@qsbc.edu.au. Management will commence the process of complaints resolution within 48 hours of receipt of the complaint with a response/resolution to be presented to all parties within 30 days.

Should the issue still not be resolved to the complainant's satisfaction, Landscape Skills will make arrangements for an independent third party to resolve the issue and outline any costs that may be involved with this to the complainant. The complainant will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer than 14 days.

All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14-day period. If the process is taking longer than 60 days from the complaint being received the complainant will be notified in writing of the reason for the delay and kept informed about all progress.

Procedures

If the complainant is still not happy with external mediation, he / she may take his / her complaint to the Queensland Training Ombudsman.

All documentation relating to complaints will be archived for audit purposes.