

Complaints Policy

2.0
2023

1 Purpose

The purpose of the Complaints Policy is to outline a mechanism for learners of Pharmaceutical Society of Australia (PSA) Registered Training Organisation (RTO) to raise concerns or lodge complaints about the RTO processes or with an aspect of a program. It also sets a framework for PSA to resolve complaints.

2 Scope

This policy relates to the PSA RTO operations.

3 Policy

During course activities, learners may have some concerns with the processes they are being exposed to or they may be unhappy with a particular aspect of the program or they would like to lodge a complaint about any matter related to their course enrolment. PSA RTO undertakes to provide a mechanism to allow for the fair and equitable resolution of any issues and complaints.

PSA RTO complaints process is available to manage and respond to allegations involving the conduct of:

- trainers, assessors or other personnel of the PSA RTO
- a learner of PSA RTO.

Allowing learners to easily engage with the personnel of PSA RTO about any concerns they have can stop minor issues becoming larger. There is no fee or charge levied for any complaint processed.

PSA RTO will maintain a learner complainant's enrolment during any complaints process.

PSA RTO's complaints process is publicly available on the PSA website and is provided to all prospective learners via the relevant handbook for each stakeholder group prior to enrolment.

PSA RTO's complaints process follows the principles of natural justice and procedural fairness by allowing anyone subject to a decision by PSA RTO, or anyone who has allegations made against them, to tell their side of the story before a decision is made.

3.1 Complaint process

The following problem resolution framework has been implemented for all stakeholders raising a complaint or issue, with a desire to resolve matters as positive adults. This procedure applies to all complaints about:

- academic matters from learners
 - non-academic matters from learners
 - non-academic matters from persons seeking to enrol with the PSA RTO in a VET course
- No fees are applicable or levied to the learner or other complainant for any stage of the complaints process.

1. In the first instance a learner should discuss the matter with a PSA representative.

If the complainant is satisfied with the outcome of the discussion, it would mean the matter is resolved.

2. Any client may submit a formal complaint to PSA RTO in writing or complete and submit the Learner complaints and appeals form, available at: <https://www.psa.org.au/career-and-support/qualifications/rto>. Alternatively, complaints can be emailed to training@psa.org.au. Complaints are to include the following information:

- submission date of complaint
- name of complainant
- nature of complaint
- date of the event which lead to the complaint
- any other relevant information or attachments.

3. PSA RTO will commence assessment of the formal complaint within ten (10) working days of it being lodged/received and finalise the outcome as soon as practicable. PSA ensures the assessment of the complaint is conducted in a professional, fair and transparent manner.
4. The RTO Compliance Manager will acknowledge receipt of the complaint in writing within five working days and arrange a suitable time if needed to discuss the complaint.
5. The RTO Compliance Manager will investigate the complaint or refer the matter to appropriate PSA personnel to investigate. In either case, the investigation will be resolved, and decisions made on the complaint within twenty (20) working days of the complaint being received in writing.

All complainants are given an opportunity to formally present their case at no cost and be accompanied and assisted by a support person at any relevant meetings. These meeting can be in person or via Zoom or Microsoft Teams.

6. All complainants are given a written statement of the outcome of the complaint, including detailed reasons for the outcome. With this notification, all complainants will receive information on how they can progress their complaint if still unhappy.
7. If the complainant is not satisfied with the outcome, they may escalate the complaint in writing to the Chief Financial Officer, Pharmaceutical Society of Australia, PO Box 42, Deakin West, ACT, 2600.

Escalated complaints are to include the following information:

- Submission date of complaint
 - Name of complainant
 - Nature of complaint
 - Reasons why the complainant is not satisfied with the outcome of the original complaint
 - Any other relevant information or attachments.
8. The Chief Financial Officer will acknowledge receipt of the escalated complaint in writing within ten (10) working days and arrange a suitable time if needed to discuss the complaint.
 9. The Chief Financial Officer will investigate the complaint and it will be resolved, and decisions made on the escalated complaint within twenty (20) working days of the complaint being received in writing.
 10. All complainants are given a written statement of the outcome of the complaint, including detailed reasons for the outcome. With this notification, all complainants will receive information on how they can progress their complaint if still unhappy.

If the complainant is not satisfied with the outcome, they may request referral of the matter to an external dispute resolution process by an external body appointed for this purpose by PSA RTO or mutually agreed by both parties. In this situation, the Chief Financial Officer will:

- Acknowledge receipt of the escalated complaint in writing within five (5) working days.
 - Refer the matter to an external dispute resolution process by a body appointed for this purpose by PSA RTO or mutually agreed by both parties.
 - PSA RTO will give due consideration to any recommendations arising from the external review within ten working days of the receipt of the recommendations.
 - The investigation will be resolved, and decisions made on the complaint within thirty working days of the escalated complaint being received in writing.
11. All complainants are given a written statement of the outcome of the complaint, including detailed reasons for the outcome.

All stages of the complaints process are documented, and notes provided to all parties involved, including the outcomes of the complaint at each stage and reasons for the decisions made. Each complaint and its outcome is recorded in writing and stored on the Training & Delivery Incidents logs Register available on Salesforce.

If at any stage PSA RTO considers more than 60 calendar days are required to process and finalise the complaint, PSA RTO:

- informs the complainant in writing, including reasons why more than 60 calendar days are required

- regularly updates the complainant on the progress of the matter.

If the internal or any external complaints handling process results in a decision or recommendation in favour of a complainant, PSA RTO immediately implements the decision(s) or recommendation(s) and/or takes the preventive or corrective action(s) required by the decision, and advises the complainant of that action in writing.

PSA RTO keeps a written record of each complaint, including a statement of the outcome and reasons for the outcome.

Parties who have participated in a complaints process have access to the records of their use. At all times records of complaints are maintained confidentially. PSA RTO retains records of all complaints for a period of five years, allowing parties to the complaint appropriate access to these records.

3.2 Improvement actions

PSA RTO confirms its commitment to investigate and act on any complaint raised, and also to take appropriate action in any case where complaints are substantiated. In cases where a complaint is upheld, PSA RTO endeavours to identify the cause of the complaint and implement steps to prevent the situation happening again.

All improvement actions arising from complaints are stored in the Continuous Improvement Register used to record the receipt and management of improvement records.

Once improvement records are raised, activities review complaints and their causes, evaluate corrective actions to resolve the issue and prevent reoccurrence, implement appropriate actions, record results of actions undertaken and review these actions to ensure effectiveness after implementation.

Version control log

Policy authorised by	Nick Foster
Title	Chief Financial Officer
Policy maintained by	Riaz Ahmed
Title	RTO Compliance Manager

Version	Date	Changes/Notes	Proposed Review Date
1.0	7/10/2020	Initial	7/10/2021
2.0	22/03/2022	Reviewed and updated to remove external agencies such as TDA and state training authorities	22/03/2024