

# COMPLAINTS MANAGEMENT

## 1. Overview

Industry Skills Australia (ISA) values its relationship with all external stakeholders, including industry, unions, governments, the community and our suppliers. We are committed to providing the highest level of service and transparency. However, we recognise that there may be occasions where external stakeholders feel dissatisfied or encounter issues with our services, outputs, or interactions.

This Complaints Management Policy is designed to ensure that we handle all complaints from external stakeholders promptly, fairly, and effectively.

## 2. Scope

This policy applies to complaints received from external stakeholders and aims to provide resolution and stakeholder satisfaction. Complaints may include, but are not limited to, issues to do with our communication, our conduct, or other aspects of our operations that may affect stakeholders.

A separate Dispute Resolution Policy applies to handling more complex and escalated conflicts between stakeholders that may arise during the execution of the Grant Agreement.

A separate Internal Complaints Management Policy applies to employees.

## 3. Objective

The objectives of this Complaints Management Policy are to:

- Provide a clear and accessible process for external stakeholders to lodge complaints
- Ensure all complaints are addressed in a fair, confidential, and respectful manner
- Identify the root causes of complaints and take appropriate actions to prevent their recurrence
- Communicate transparently with complainants, keeping them informed of the progress and resolution of their complaints
- Use complaint data to continually improve our products, services, and interactions with stakeholders.

## 4. Complaints Handling Process

### 4.1. Complaint Lodgement

Stakeholders may lodge formal complaints through various channels, including:

- Online using the 'contact us' feature on our website
- Via our email address - [enquiries@isajsc.org.au](mailto:enquiries@isajsc.org.au)
- Via phone - 03 9604 7200
- By mailing a written complaint and posting to our head office.

All complaints should include essential details such as the complainant's name, contact information, nature of the complaint, and any supporting evidence or documentation.

On receipt of the complaint:

- the ISA CEO will be notified;
- the Executive Management Team (EMT) will appoint a Suitable Person from within the business to manage the complaint;
- the details of the complaint will be entered into the Complaints Register and a unique reference number assigned.

## 4.2. Initial Response

ISA will acknowledge receipt of a formal complaint within two (2) business days. The complainant will be provided with an acknowledgment email which includes:

- the assigned reference number
- a brief statement on the review process and communication timeframe
- ISA contact email or phone number.

## 4.3. Investigation and Resolution

Complaints will be thoroughly and objectively investigated to understand the issue and its underlying causes. ISA will work with relevant teams and individuals to assess the situation objectively. This may involve gathering additional information from the complainant and other relevant stakeholders.

The resolution of the complaint will be communicated to the complainant within 10 business days from the receipt of the complaint. If the investigation requires more time, the complainant will be informed of the expected resolution timeframe.

On completion of the investigation, the complainant should be advised in writing of the actions taken, the complaint decision and reasons for the decision, and any remedy.

## 4.4. Escalation

If the complainant is dissatisfied with the decision and proposed remedy, they have the right to escalate their complaint.

An escalation process requires that the complaint be formally and objectively reviewed by the EMT. The review by the EMT and decision will be communicated to the complainant within 10 business days.

If deemed appropriate, the review may be referred by the EMT to the Audit and Risk Committee for objective consideration and validation of the proposed resolution. Consideration by the ARC is to be completed within five (5) business days and the complainant formally notified.

Where a complaint is escalated, the reason for doing so and the resolution must be recorded in the Complaints Register.

#### 4.5. Confidentiality and Privacy

All complaints will be treated with strict confidentiality. Only personnel directly involved in the complaint handling process will have access to the information provided.

All personal information will be handled in accordance with our Privacy Policy.

### 5. Continuous Improvement

ISA views complaints as an opportunity to learn and grow. Data from complaints and the Complaints Register will, as a minimum, be reviewed each quarter to identify trends, recurring issues, and areas for improvement. The findings will be used to improve and enhance our services, outputs, and interactions with stakeholders.

Findings of the quarterly review will be provided to the Board.

This Policy will be reviewed within the first 12 months of operation.

### 6. Definitions

The following are explanations of terms as they are used in this policy:

- “Grant Agreement” means the Commonwealth Department of Employment and Workplace Relations, Grant Agreement(s) in relation to the Industry Clusters – Strengthening Australia’s National Vocational Education and Training System Program.
- “Suitable Person” is a person appointed by the Executive Management Team and with the appropriate authority to implement the Complaints Management Policy.
- “Suppliers” includes but is not limited to contractors, subcontractors, suppliers and consultants.

#### Version control

Version no.	Description of update	Approval date	Next revision due
1	Initial version	14 April 2023	April 2024