

Complaint, Feedback, or Compliments Policy and Procedure

Policy Position

One of the most important influences on the way CRANAplus conducts our business, is our relationship with the wider CRANAplus community and industry in which we engage to serve our mission.

At CRANAplus, we are committed to providing a positive environment where everyone can engage in a respectful and meaningful way.

CRANAplus encourages feedback to be communicated and shared, both in celebrating success, strengthening our service offerings, or resolving concerns or experiences not in line with CRANAplus values or service standards.

This policy provides a commitment, clear position, and shared understanding as to how CRANAplus manages compliments, feedback, complaints, and appeal process.

For the purposes of this policy, the term ‘individual’ includes but is not limited to education/ course participants service users, contractors, volunteers, facilitators, members, and community or industry representatives.

Internal matters, concerns, or grievances involving CRANAplus personnel are handled in accordance with the CRANAplus Grievance Resolution Policy, or Disciplinary Policy where applicable.

Compliments

Celebrating success is important to the CRANAplus community, and we love to share and acknowledge great service, successful outcomes, or general experiences which do us proud.

Compliments are communicated to the relevant personnel or team and may be shared more broadly within our organisation as appropriate to the feedback and/or individual lodging their feedback.

You may make anonymous feedback or stand proud to share your experience in further detail.

We appreciate the time and effort it takes to provide compliments and feedback and extend our appreciation.

Feedback

Continuous improvement is essential to CRANAplus’ quality service provision and living the CRANAplus value of integrity, excellence, and accountability.

Complaint

CRANAplus makes the commitment that all concerns raised will be taken seriously, and individuals will be supported to find resolution, as reasonably practical. Furthermore, CRANAplus makes a commitment to progress outcomes that are clear, fair, objective, unbiased, and clearly communicated to relevant parties.

This policy and process shares how CRANApplus will support individuals to raise their concerns and seek resolution, in line with:

- CRANApplus values, demonstrating Integrity, Inclusiveness, Respect, Accountability, Social Justice, Safety, and Excellence, when taking steps to resolve concerns.
- Confidentiality, and the commitment of all stakeholders to honour the sensitivity and privacy of self and others during, and after, a grievance resolution process.
- Procedural fairness and transparency, and the opportunity to present opinions or interpretations is afforded where possible, and information is justly considered.
- Timeliness of communication, review, and resolution of matters raised.

Confidentiality, and how we use feedback to improve quality service provision.

Information received through our feedback, complaints or compliments process is used to act on and resolve the issues and suggestions reported to CRANApplus, as well as part of our monitoring and improving our quality services.

Personal information received through application of this policy and procedure, is not used for any other purpose unless the use/ and or disclosure of personal information is authorised or permitted by the Australian Privacy Principles or any other law, such as where risk may present to an individual's safety or wellbeing.

Records of complaints, actions and their outcomes are recorded on the CRANApplus complaints register and will be kept for a minimum period of five (5) years on a strictly confidential file.

Confidentiality is important to support individuals to seek resolution to concerns, and all efforts will be made to maintain discretion and privacy.

CRANApplus must be clear, that where a duty of care concern, serious misconduct, or a safety breach (or potential of) is disclosed, the organisation may be required to act within legislative and governance responsibilities.

In this circumstance, senior CRANApplus personnel will identify this with a complainant and discuss the best approach forward in which to do so.

To fully understand a complaint or grievance, CRANApplus, may be required to speak with other individual or stakeholders to determine what has occurred. This will be discussed with the complainant in relation to resolving a concern informally or formally.

All parties involved in a complaint resolution process are required to maintain confidentiality.

Application of this Policy:

How to provide compliments or feedback

CRANApplus welcomes and invites compliments and feedback to be shared with our personnel informally or formally.

Compliments or feedback regarding CRANApplus personnel, service delivery, or conduct can be shared through a range of avenues:

- Directly with CRANApplus personnel with whom you are engaging
- Through our website client enquiry function
- By email to peopleandculture@crana.org.au
- By phone, through our reception and administration team
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Each of the above-mentioned contact points, will then refer the matter to the relevant Executive Member for appropriate consideration and action.

Duty of Care incident or breach

Duty of care refers to the safety and wellbeing of an individual.

If you have a duty of care incident or breach to report to CRANApplus, please escalate this immediately to the relevant Executive Director (<https://crana.org.au/about-us/our-people>), or the Executive Director of Corporate Services. The relevant Executive Member can be accessed through our reception on (07) 40476400 or through peopleandculture@crana.org.au

Complaints management process

Responding to anonymous feedback or absence of contact details

Individuals providing feedback or complaint to CRANApplus may choose to remain anonymous or include their contact details in confidence.

CRANApplus endeavours to act on all feedback to resolve presented concerns but may be limited in what action can be taken where insights or further context is not afforded in line with natural justice and procedural fairness.

We encourage stakeholders to engage with CRANApplus to work through a resolution process in good faith together.

What to include when providing constructive feedback or lodging a complaint

To assist CRANApplus in the feedback and complaints process, helpful information may include:

- The name and contact details (email/ phone) the stakeholder may be contacted on
- The nature and parties to the complaint or described experience.
- Examples or description of events, date/location, actions, or behaviours
- Any action already taken by the complainant to resolve their concerns
- The desired outcome sought, and/or actions which the complainant believes would resolve the grievance.

Responding to Feedback and Complaints

CRANApplus treats all feedback or complaint/s seriously, and commits to review, investigate where reasonable, and respond to all feedback in a timely manner.

CRANApplus holds a duty of care to our external and internal personnel and as such must have a genuine basis to support formal investigation. Measures may be taken to clarify, review, or seek supporting information to inform the next potential steps taken.

In receiving information forming a formal complaint, CRANApplus will:

- allocate authorised senior personnel to manage the complaints process with the stakeholder.
- initiate contact with the stakeholder (where personal details are provided), within seven (7) business days of the feedback or complaint being received. Initial contact will seek to clarify and explore information provided, and to agree next steps with the stakeholder in the resolution process.
- Respond to the complainant, within five (5) working days following the receipt of feedback or complaint regarding progress or resolution.
- examine concerns raised in a reasonable way, to decide on any actions or improvements that may be required, or actions/ outcomes to support the complaint resolution.

Informal resolution of concerns

Where practicable and reasonable, CRANApplus will engage with persons involved to resolve issues or difficulties informally to reach an agreeable resolution.

The majority of issues or matters of concern are resolved with open dialogue at this stage. Where the complainant is satisfied, the appropriate steps will be taken to implement the action that will produce the agreed outcome.

Formal consideration of a concern or complaint

Where resolution is not reached through informal measures, or the concern or complaint requires more significant consideration, CRANApplus may engage in a review or investigation of matters and will:

- Discuss with the complainant the reason for the review, and what that preliminary process will look like.
- Implement an investigation process when/if appropriate, which may involve clarifying statements, seeking evidence, or supporting information, before engaging with a respondent/s to present allegations, information, or findings for consideration and response.
- Commit to providing an outcome of that review or investigation, within fifteen (15) business days. If the matter cannot be resolved within this time, CRANApplus will advise the stakeholder/s of the reason for the delay and provide a revised timeframe.

Outcomes will depend on the nature of the concerns and/or complaint, discoverable information within a review or investigation process, and how they are interpreted in line with CRANApplus policy, procedure, values, and legislations.

- Recording critical information in CRANApplus' complaints register, and/or continuous improvement register.

CRANApplus Appeals Process

If a complainant believes that their concerns or complaint has not been resolved appropriately or reached a fair outcome, considering all of the factors involved, an appeal must be brought to the attention of the Chief Executive Officer within 30 days of an outcome being communicated.

ceo@crana.org.au

The Chief Executive Officer will call for all relevant documentation relating to the complaint management process to make a final determination as to the validity and outcome of the complaint. The Chief Executive Officer will instruct the parties accordingly and an outcome will be provided in writing.

No action will be taken against any individual or entity for lodging a reasonable and bona fide complaint or appeal or supporting someone through this process.

CRANApplus holds a duty of care to all individuals, stakeholders, and employees, and reserves the right to take appropriate action against frivolous or malicious complaints, or knowingly providing false information.

External RTO Appeal Process

If you are a participant in CRANApplus Education Courses, and you believe your complaint/ appeal was not resolved appropriately by CRANApplus, you have a right to seek independent support to lodge a complaint or appeal through the following bodies:

- *Office of the Training Advocate (OTA)*, an independent complaint handling authority to address concerns relating to the South Australian training system. To make a complaint in relation to education or training, contact the Office of the Training Advocate. Phone: 1800 006 488 Fax: 8226 4278 Email: trainingadvocate@sa.gov.au, Post: GPO Box 320, Adelaide SA 5001
- *Australian Skills Quality Authority (ASQA)*, information can be accessed via <https://www.asqa.gov.au/complaints>
- The *National Training Complaints* hotline on 1800 000 674
- For information and advice about consumer rights and protections (including refunds or reimbursements) Education participants should contact their respective state authority.
 - Consumer and Business Service (CBS), South Australia
 - Consumer Affairs, Victoria

- Department of Commerce, Western Australia
- NSW Fair Trading
- NT Consumer Affairs
- Tasmanian Consumer Affairs
- Queensland Office of Fair Trading.

Related Documents


- Employee Grievance Resolution Policy & Procedure
- Participant Handbooks and Policy
- Facilitator Handbooks and Policy



Katherine Isbister

Authorisation of CEO

Date Authorised: September 2022



Katherine Leary

People and Culture Manager

Date Authorised: September 2022

Document History

21.4.21 New policy launched.

31.8.22 Reviewed, formatting and updated position titles.