



Complaints Policy

Electus welcomes all forms of feedback, and employees, consultants, participants, candidates and clients to Electus are openly invited to offer feedback on any matter at any time. Where a compliment, issue, concern or complaint is raised, Electus has allocated specific employees to handle such matters. At all times, Electus will respect and reserve the rights of all individuals to use any avenue available to them to address their complaints and/or appeals. Where a complaint involves the outcome of the assessment of nationally recognised training all involved parties should refer to the Assessment Appeals policy and procedure.

Purpose and Scope

To ensure that learners and stakeholders of Electus must be confident that any complaints they have about the provision of training and assessment products and services are dealt with efficiently, effectively, transparently and fairly and that any quality issues are identified. The purpose of this document is to define and explain the procedure for handling any reported complaint.

Procedure

1. The learner or stakeholder who has a complaint must complete a **Corrective Action Record (CAR)** which can be obtained from our website or upon request.
2. Upon receipt of this form, all Electus employees and consultants will welcome the opportunity to respond to the matter and will offer the following options:
 - Resolve the matter under the provisions of the CAR Process, or
 - Seek immediate response from a consultant or the appropriate Manager.
3. Where an aggrieved party elects the second option, the following procedure applies:
 - The learner or stakeholder should refer the complaint to the consultant or seek assistance at Electus Reception to refer the matter to the appropriate Manager.
 - The consultant will listen and note the nature of the concern and identify the expected outcome of the aggrieved party and refer the matter to the Training Manager within five working days of the initial complaint.
 - The Training Manager will recommend a course of action that specifically addresses the complaint within two working days of receipt of the complaint.
 - If the aggrieved party is satisfied with the proposed outcome, appropriate steps need to be taken to implement that outcome. Depending on the type of action to be taken, the outcome will be completed to the complainants and Electus satisfaction within five working days of the resolution being determined or as agreed to between both parties.



- If the aggrieved party is dissatisfied with the proposed outcome, they have the right, in the first instance, to take their complaint to the CEO, who will deal with the matter within five working days of receipt of the complaint and speak to the aggrieved party to determine an outcome.

If a learner is dissatisfied with the Electus complaints process and feels that he or she has not been given a fair hearing or that the process was not followed, the next step is for the learner to contact the relevant state or territory registering body. Alternatively they can contact the National Training Complaints Hotline on 1800 000 674 and they can refer them to the appropriate registering body.

Confidentiality

Confidentiality is maintained and anonymity preserved where requested. Complainants will be informed where this may limit the extent to which a complaint can be investigated.