



Restaurant
& Catering

**Industry Specialist Mentoring for Australian
Apprentices ('ISMAA') Program**

Complaints Procedure Framework

Purpose

The purpose of this document is to;

- establish a process for addressing complaints regarding any aspect of the ISMAA program;
- advise employers, Australian Apprentices and other interested persons on the operation and procedures of the complaint process;
- outline the process to be taken by R&CA as an ISMAA Provider in dealing with complaints;

Scope

The R&CA ISMAA Complaints Procedure Framework applies to all complaints made regarding the conduct of the R&CA ISMAA Program and staff in executing their responsibilities. Matters raised could include issues relating to the quality of services provided by R&CA as an ISMAA Provider. The framework includes the management of the complaint from receipt of complaint to resolution and outcome.

Principles

Fairness – R&CA will ensure that all complaints are handled impartially, respectfully and transparently.

Accessibility – Ensure that the R&CA ISMAA Mentors and office based support team are aware of and able to inform employers, Australian Apprentices and other interested persons of their right to complain, how to do it, where to do it and how the complaint will be handled.

Privacy and confidentiality - Information gathered during the complaint process will only be used to deal with and resolve the complaint or to address issues arising from the complaint.

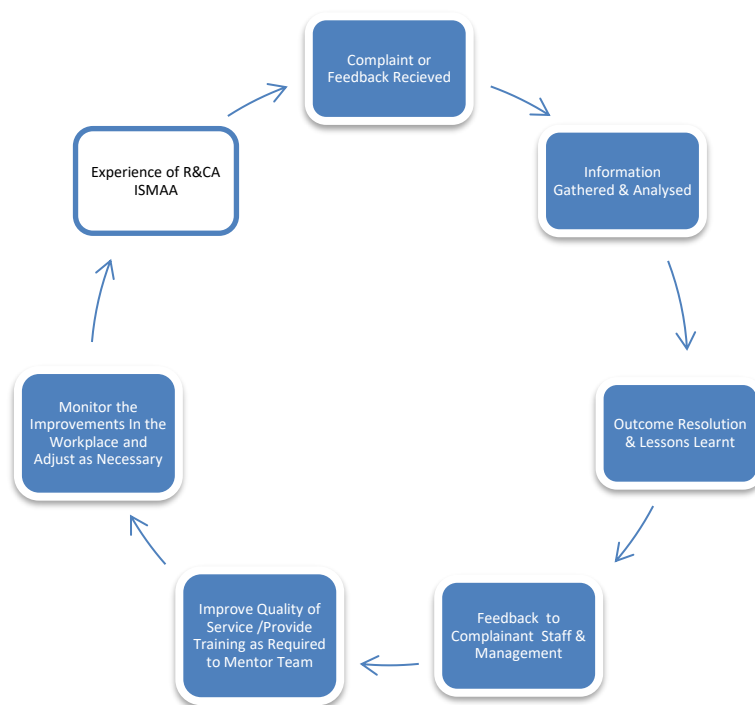
Accountability - R&CA will maintain a complaints' register detailing the nature of the complaint and subsequent outcome. Information or trends regarding complaints data will be reviewed quarterly to address any deficiencies.

Our Commitment

R&CA as an ISMAA Provider is committed to ensuring that it has a robust complaint handling procedure and will require all personnel involved in the ISMAA Program to be committed to effective complaint resolution. We will:

- acknowledge the complaint promptly regardless of its source;
- assess and review the complaint objectively and ensure that it is taken seriously;
- investigate the complaint and consider options for resolution;
- provide a written response to the complainant that is clear and informative;
- if the complainant remains unsatisfied with any outcome/decision in respect to their complaint the Lead Mentor will provide them with information about alternative review options. These may include referring the matter for further review to Juliana Payne, Chief Executive Officer Restaurant and Catering Industry Association or The Department of Education and Training ISMAA Program.

Feedback Loop



Complaint Handling Process

In the first instance we will utilise the complaints resolution process to investigate and resolve complaints. This may involve liaison with the Departments Contract Manager for advice and assistance. The action taken to resolve the complaint will be documented on the electronic Complaints Register template provided by the Department.

We will ensure that we will follow up the complaint within 10 working days of the complaint being lodged with R&CA.

Complaints can be received via;

- The 1300 722 878 phone line that will be handled centrally with all complaints forwarded to the Lead Mentor for investigation;
- Directly from employers, Australian Apprentices, Registered Training Organisations and AASNs;
- Complaints referred directly to the R&CA ISMAA Mentoring Program by the Department;

The role of the Mentor –

All complaints will be directed, in the first instance, to the Lead Mentor for investigation in line with the processes set out in this document. Action taken by the Mentor may include an interview, telephone conversation or email correspondence. Where the complaint relates directly to the Lead Mentor then this will be investigated by the appointed R&CA contact within the office support team.

The Lead Mentor will contact the relevant Mentor Team Member, to advise that a complaint has been received. Once the complaint has been resolved satisfactorily the Lead Mentor will ensure that the complaint details are logged in the complaints register.

Note on type of complaints: *Mentors may also assist employers and Australian Apprentices with other types of complaints by providing accurate referral to the most appropriate body, for example workplace relations complaints should be referred to the Fair Work Ombudsman.*

For complaints referred to the R&CA ISMAA Program by the Department, a written response by the Lead Mentor (usually by email) will be required by the Department's Contract Manager once the complaint has been fully investigated and resolved.

In the event the Lead Mentor or other appointed representative within R&CA cannot resolve the complaint they must refer Australian Apprentices, employers and others to the Skilling Australia Information Line (13 38 73) to escalate their complaint. The Skilling Australia Information Line is managed by the Department. The Department will provide information, investigate the concerns of callers and take action to resolve them.

Once the lead mentor has received the complaint, written acknowledgement will be sent to the complainant

The *Lead Mentor* will review and investigate the complaint. During the investigation of the complaint the action taken by them may include a:

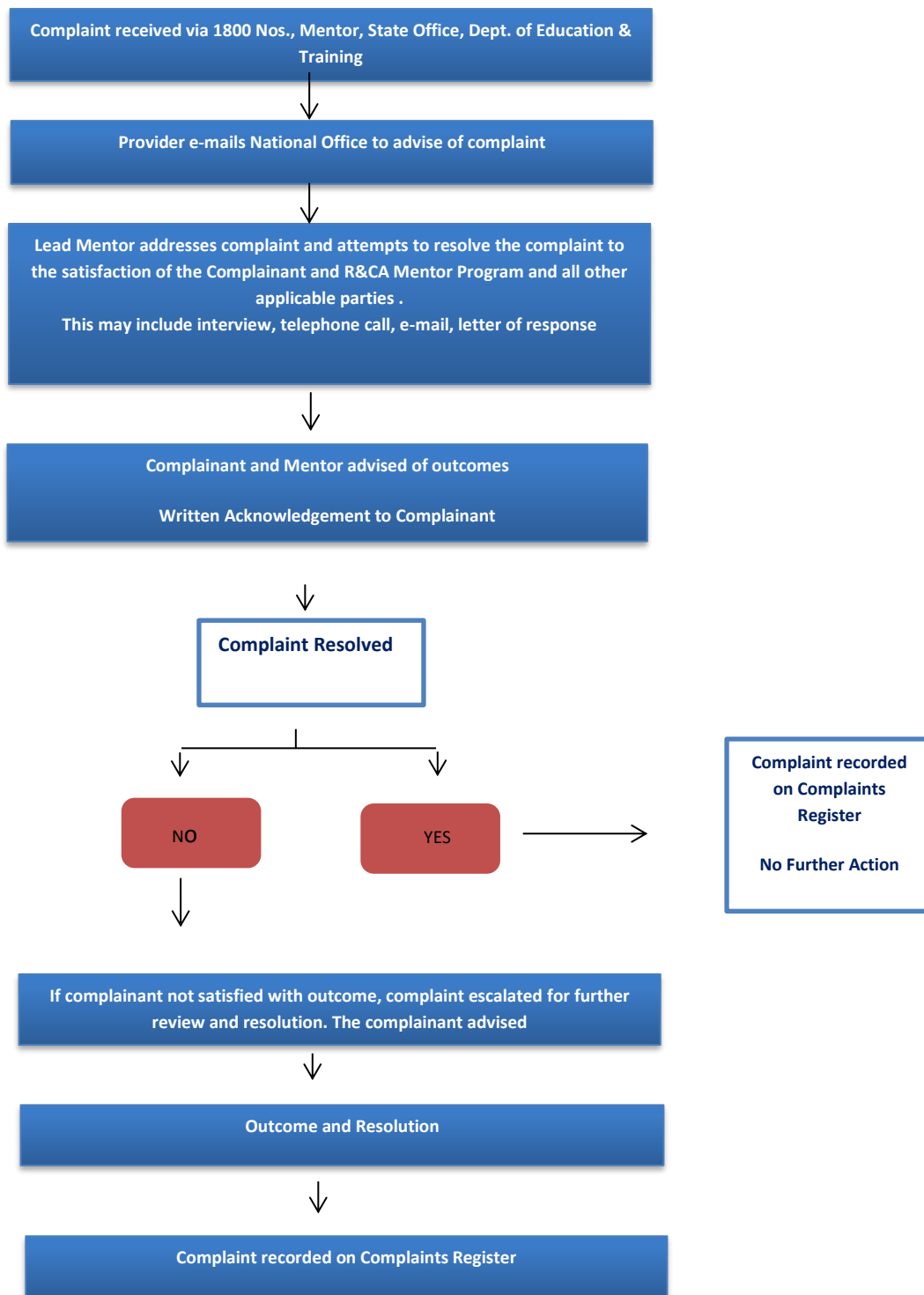
- Open communication with the complainant and advise of the process.
- Meeting with the Mentor.
- Request that the Mentor involved provide to them any documentation including visit records or paperwork completed at the time the incident occurred.
- Request that the Mentor involved prepare a 'Statement of Events'.

The *Lead Mentor* will ensure the Mentor involved is given an opportunity to provide a reasonable explanation in response to the complaint and that they are treated fairly.

If a complaint is taking considerable time to resolve due to the nature of the complaint, the *Lead Mentor* will communicate this to all involved.

The *Lead Mentor* will ensure that the outcome/resolution is based on the evidence presented to them. They will provide the response/outcome to the complainant and specify any recommendations. The complaint will then be recorded on the complaints register.

Procedure Flow Chart



ISMAA Program Complaint Received Form

Date Complaint Received	Callers Name	Organisation	Callers Contact Number

Complaint Received By	Complaint Forwarded To	Follow Up Date By Person Receiving the Complaint

Please record the details of the complaint below including any names related to the complaint. All complaints to be forwarded to the ISMAA Program Lead Mentor ASAP. (If the complaint relates to the Lead Mentor, the complaint to be sent to R&CA CEO Juliana Payne.) Please record in the "Follow Up Date By Person Receiving the Complaint" box above a date 48 working hours after the complaint has been received and email the person you sent the complaint to that appropriate action has been taken.

Details Of Complaint
Action Taken
Follow Up
Date Finalised