POLICY

During course activities, students may have some concerns with the processes they are being exposed to or they may be unhappy with a particular aspect of the program. Lennox College undertakes to provide a mechanism allowing allows for the fair and equitable resolution of any issues. Lennox College complaints process is available to manage and respond to allegations involving the conduct of:

- Lennox College, its trainers, assessors or other personnel; or
- AN Lennox College contracted third party providing services of Lennox College, including the third party representatives trainers, assessors or other personnel; or
- A student of Lennox College.

Allowing students to easily engage with the personnel of Lennox College about any concerns they have can stop minor issues becoming larger.

Lennox College’s complaints process is publicly available on the Lennox College website, and is provided to all prospective clients via the relevant handbook for each stakeholder group prior to enrolment. Where Lennox College uses third parties to deliver services, complaints information is also made available to prospective clients of these third party representatives.

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

34.1 Complaint & Grievance Procedure

The following problem resolution framework has therefore 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 students;
- Non-academic matters from students; and
- Non-academic matters from persons seeking to enrol with the Lennox College in a VET course or unit of study.

1. In the first instance a student should discuss the matter with the personnel member or responsible person concerned. Where this is not considered appropriate then the complainant is encouraged to discuss the matter with Lennox College management. If the complainant is satisfied with the outcome of the discussion, it would mean that the matter is resolved.

2. Any client may submit a formal complaint to Lennox College in writing. 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; and
• Any other relevant information or attachments (if applicable).

3. The Lennox College Chief Executive Officer will acknowledge receipt of the complaint in writing within five working days and arrange a suitable time if needed to discuss the complaint.

4. The Chief Executive Officer will investigate the complaint, or refer the matter to appropriate Lennox College personnel to investigate. In either case, the investigation will be resolved and decisions made on the complaint within 20 working days of the complaint being received in writing.
   In all cases, each party may be accompanied and assisted by a third party at any relevant meeting.

5. The complainant will be informed of any decisions or outcomes concluded in writing, with reasons provided for the decisions or outcomes. With this notification, all complainants will receive information on how they can progress their complaint if still unhappy.

6. If the complainant is not satisfied with the outcome, they may escalate the complaint in writing to the Lennox College Chief Executive Officer.

7. 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; and
   • Any other relevant information or attachments (if applicable).

8. The Lennox College Chief Executive Officer will acknowledge receipt of the escalated complaint in writing within five working days and arrange a suitable time if needed to discuss the complaint.

9. The Chief Executive Officer will investigate the complaint, or refer the matter to an external dispute resolution process by a body appointed for this purpose by Lennox College. The default external body will be drawn from accredited LEADR practitioners in the relevant region / context of the complaint:
   LEADR – Association of Dispute Resolvers
   1800 651 650
   www.leadriama.org

   In either case, the investigation will be resolved and decisions made on the escalated complaint within twenty working days of the complaint being received in writing.

10. The complainant will be informed of any decisions or outcomes concluded in writing, with reasons provided for the decisions or outcomes. With this notification, all complainants will receive information on how they can progress their complaint if still unhappy.

11. If the complainant is not satisfied with the outcome, and the complaint is yet to be mediated by an external dispute resolution process, they may escalate the complaint in writing to the Lennox College Chief Executive Officer. In this situation, the Chief Executive Officer will:
   • Acknowledge receipt of the escalated complaint in writing within five working days; and
   • Refer the matter to an external dispute resolution process by a body appointed for this purpose by Lennox College.
   • Lennox College 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.

12. The complainant will be informed of any decisions or outcomes concluded in writing, with reasons provided for the decisions or outcomes. With this notification, all complainants will receive information on how they can progress their compliant if still unhappy.

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 Complaints Register. This register is located on the Lennox College Portal available at: https://lennox.rtomanagement.com/lennox/

If the internal or external complaint handling or appeal process results in a decision that supports the student, Lennox College immediately implements any decision and/or corrective and preventative action required and advises the student of the outcome. At all times records of complaints and grievances are maintained confidentially. Lennox College retains records of all complaints and grievances for a period of at least five years, allowing parties to the complaint or grievance appropriate access to these records.

34.2 Complaints Key Contacts

If the student is still not satisfied with the resolution of the complaint, they are directed to seek further assistance from the following additional parties:

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia Skills &amp; Quality Authority (ASQA)</td>
<td>1300 701 801 <a href="mailto:enquiries@asqa.gov.au">enquiries@asqa.gov.au</a></td>
</tr>
<tr>
<td>International Students Overseas students Ombudsman (OSO)</td>
<td>1300 362 072 <a href="mailto:ombudsman@ombudsman.gov.au">ombudsman@ombudsman.gov.au</a></td>
</tr>
<tr>
<td>ACT Department of Education &amp; Communities</td>
<td><a href="http://www.det.act.gov.au">www.det.act.gov.au</a></td>
</tr>
<tr>
<td>NSW Department of Education &amp; Training</td>
<td><a href="http://www.training.nsw.gov.au">www.training.nsw.gov.au</a></td>
</tr>
<tr>
<td>NT Department of Education and Training</td>
<td><a href="http://www.det.nt.gov.au">www.det.nt.gov.au</a></td>
</tr>
<tr>
<td>QLD Department of Education, Training &amp; Employment</td>
<td><a href="http://www.training.qld.gov.au">www.training.qld.gov.au</a></td>
</tr>
<tr>
<td>SA Department of Further Education, Employment, Science and Technology</td>
<td><a href="http://www.training.sa.gov.au">www.training.sa.gov.au</a></td>
</tr>
<tr>
<td>Skills Tasmania</td>
<td><a href="http://www.skills.tas.gov.au">www.skills.tas.gov.au</a></td>
</tr>
<tr>
<td>Victorian Department of Education &amp; Training</td>
<td><a href="http://www.skills.vic.gov.au">www.skills.vic.gov.au</a></td>
</tr>
<tr>
<td>WA Department of Training and Workforce Development</td>
<td><a href="http://www.dtwd.wa.gov.au">www.dtwd.wa.gov.au</a></td>
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34.3 Improvement Actions
Lennox College 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, Lennox College endeavours to identify the cause of the complaint and implement steps to prevent the situation happening again.

All improvement actions arising from complaints are raised via an Improvement Record. Lennox College maintains a Continuous Improvement Register for recording 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. The Continuous Improvement Register and Improvement Records are located on the Lennox College Portal available at: https://lennox.ritomanagement.com/lennox/