

PP5.05 Complaints Policy and Procedure

Policy

This policy and procedure outlines the process for managing and responding to complaints at FireWatch Safety Results Group to ensure they are handled fairly, efficiently, and effectively. FireWatch Safety Results Group is committed to maintaining the principles of natural justice and procedural fairness at every stage of the complaints process.

Roles and Responsibilities

The Training Manager / Compliance Manager is responsible for ensuring that this process is followed.

All trainers and assessor and all staff are required to follow and adhere to the requirements.

PROCEDURE

This procedure applies to complaints involving:

- FireWatch Safety Results Group, trainers, assessors, or other staff
- A third party providing services on behalf of FireWatch Safety Results Group
- A VET student of FireWatch Safety Results Group

(a) Information on how to provide feedback or make complaints is publicly available on FireWatch Safety Results Group website and in student handbook.

(b) VET students are supported to provide feedback or make complaints, including access to staff assistance if and when required.

FireWatch Safety Results Group complaints management system ensures:

- (i) Procedural fairness is afforded to all parties involved.
- (ii) Reasonable timeframes are established for responding to and resolving complaints.
- (iii) Avenues for further action are available if complaints are not resolved.

Complaints must be submitted in writing via the designated complaints form available on FireWatch Safety Results Group website or from student services.

Complaints can be lodged in person, via email, or by post.

FireWatch Safety Results Group acknowledges receipt of the complaint in writing within five (5) business days.

The complaint is assessed by an impartial staff member, ensuring no conflict of interest.

An investigation is conducted with all relevant parties to establish facts and explore potential resolutions.

The complainant may be requested to provide further information or attend a meeting.

A resolution is determined, and the outcome is documented.

The complainant is informed in writing of the outcome and reasons for the decision within twenty (20) business days of the complaint being lodged.

If the complainant is not satisfied, they may request an independent review.

An external party, independent of FireWatch Safety Results Group and the complainant, will conduct the review. This could be the regulator ASQA or the training ombudsman. Any fees for an external party over \$250.00 exclusive of GST will be occurred by the complainant.

If FireWatch Safety Results Group requires more than 60 calendar days to resolve the complaint, the complainant is informed in writing, with reasons for the delay and regular updates provided.

All complaints and their outcomes are securely recorded.

Feedback and complaints are reviewed and recorded in the CIP to identify trends and inform continuous improvement.

Corrective actions are implemented to address systemic issues and reduce the likelihood of recurrence.

All complaints are handled with strict confidentiality, and records are securely maintained to protect the privacy of individuals involved.

Monitoring and Review

Complaints are regularly monitored, and trends are reported during management reviews to ensure ongoing compliance with standards and continuous improvement in service delivery.

All continuous improvements are registered in the CIP register

If a complaint remains unresolved, the complainant is informed of their right to contact external bodies such as the relevant training regulator or an ombudsman for assistance.

This complaints procedure is reviewed annually or as required to ensure compliance with regulatory requirements and alignment with best practices.