

P-1.43 Consumer Protection Policy - Consumer Feedback and Complaints Handling under Smart and Skilled

*ECTARC Quality Policy & Procedures Manual
Section B – Policies*

1.20.1 Purpose

To ensure that ECTARC has established, documented and accessible consumer feedback and complaints handling policies and procedures and mechanisms, including the provision of a consumer protection officer for consumers under Smart and Skilled.

To ensure that consumers are able to give feedback and to have any dissatisfaction dealt with fairly, consistently and in an efficient, positive manner. ECTARC recognises that feedback is an important tool that can be used to continually improve our service delivery.

1.20.2 Scope

Any person, regardless of training location, whether currently enrolled or seeking to enrol and who is provided with training and/or assessment services under Smart and Skilled can make an appeal or complaint if unsatisfied with any aspect of the services provided by ECTARC.

1.20.3 Definition

An appeal is a statement or approach by a student to an ECTARC employee who feels that an error has been made or they have been unfairly assessed. An ECTARC employee also has the right to appeal if they feel that the assessment process has not been conducted in an appropriate manner.

A complaint can be either formal or informal. A formal complaint is when a person has a grievance that they want investigated and a formal response made to them. An informal complaint is more of a comment, recommendation or smaller issue that does not require a response. Complaints may include academic matters (such as student progress, assessment, curriculum) or non-academic matters (in relation to personal information held in relation to a student, decisions made by the organisation, financial matters, discrimination etc).

1.20.4 Deployment

1.20.4.1 ECTARC's consumer protection system (complaints policies, grievance procedures etc.) are readily available for consumers and all consumers will be made aware of how to access this information. This information includes details of pathways for resolving or escalating complaints. The VET National complaints hotline details are also provided to students.

1.20.4.2 ECTARC trains its employees through induction processes and through formal and informal training opportunities where required.

1.20.4.3 ECTARC has a dedicated consumer protection officer and the contact details of this person are made widely available on marketing, course information and enrolment/student induction materials. This person is the Manager – Funded Programs.

1.20.4.4 There are no additional fees or charges associated with making an appeal or complaint.

1.20.4.5 Smart and Skilled website and contact details (1300 number) are also included on all public information, enrolment forms and student induction materials. Students are informed that all complaints must firstly be made to ECTARC and that a written response is given by ECTARC in all cases. The VET National Complaints hotline is also provided to students.

1.20.4.6 Any person making an appeal or complaint is reassured that their complaint/concerns are dealt with efficiently and without prejudice.

1.20.4.7 A declaration is signed by each student on enrolment to confirm that they have been provided with this information.

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1.20.4.8 All appeals and complaints are dealt with in accordance with *SP-5.2 Complaints Handling Procedure* and *SP-15.1 Appeals Procedure*.

Records of all complaints are kept for a minimum of 5 years or longer if required by individual contracts

New Policy

Reviewed Policy

Approved by: _____ Date: ___/___/___