

Hospitality Group Training Complaints Policy

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1. Purpose

This policy ensures that Hospitality Group Training (HGT) provides a fair, transparent, and accessible process for managing complaints from students, apprentices/trainees, host employers, and other stakeholders. It supports continuous improvement and compliance with ASQA Outcome Standards 2.7 & 2.8 for RTOs and National Standards for GTOs.

This policy ensures that Hospitality Group Training (HGT) provides a fair, transparent, and accessible process for managing complaints from students, host employers, and other stakeholders. It supports continuous improvement and compliance with regulatory standards.

2. Scope

Applies to all complaints related to HGT services, including recruitment, training delivery, assessment, workplace arrangements, employment conditions, and conduct of staff or host employers. Covers decisions made by HGT or any third-party delivering services on HGT's behalf. Does not cover appeals against assessment decisions (see Appeals Policy).

Applies to all complaints related to HGT services, including recruitment, training delivery, assessment, workplace arrangements, and conduct of staff or host employers. Does not cover appeals against assessment decisions (see Appeals Policy).

3. Definitions

- **Complaint:** An expression of dissatisfaction about a service, decision, or action taken by HGT or its representatives.
- **Complainant:** The person lodging the complaint.
- **External Review:** Independent body review when internal resolution is not satisfactory.

4. Principles

- **Fairness:** All complaints will be handled impartially and without bias.
- **Confidentiality:** Information will be kept confidential except where disclosure is required by law.
- **Non-retaliation:** Complainants will not be disadvantaged for lodging a complaint.
- **Accessibility:** Information on how to lodge a complaint will be publicly available on the HGT website and communicated during induction.
- **Procedural fairness** will be upheld throughout the complaint process.
- **Fairness:** All complaints will be handled impartially and without bias.
- **Confidentiality:** Information will be kept confidential except where disclosure is required by law.
- **Non-retaliation:** Complainants will not be disadvantaged for lodging a complaint.

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- **Accessibility:** Information on how to lodge a complaint will be readily available and communicated during induction.

5. Procedure

1. **Lodgement:** Complaints may be submitted in writing, verbally, or via the HGT website. Assistance will be provided for vulnerable clients, including interpreter services.
2. **Acknowledgment:** HGT will acknowledge receipt within 5 working days.
3. **Investigation:** The Compliance Manager will review the complaint, gather evidence, and consult relevant parties.
4. **Resolution:** A written outcome will be provided within 20 working days where practicable. If resolution requires more than 60 calendar days, HGT will inform the complainant in writing of the reasons and provide regular progress updates until finalisation.
5. **Escalation:** If unresolved, the complainant may request internal review or independent review at no or low cost, or external referral.

6. Timeframes

- **Acknowledgment:** within 5 working days.
- **Resolution:** within 20 working days where practicable.

7. Independent Review & External Escalation

Complainants may request an independent review by a suitably qualified party at no or low cost. External escalation options include:

- Fair Work Ombudsman (employment matters).
- State/Territory Training Authority (contract/training issues).
- ASQA (compliance matters).
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8. Confidentiality & Non-retaliation

All complaints will be handled confidentially. Complainants and witnesses will not suffer retaliation.

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9. Recordkeeping

All complaint records will be retained securely. Retention will be for at least 5 years (or 7 years for pay-related matters) to align with best practice and regulatory expectations.

All complaint records will be retained for at least 2 years and stored securely in accordance with privacy requirements.

10. Continuous Improvement

Complaint data will be analysed for trends and root causes to inform improvements in policies, procedures, and service delivery. Systemic issues will be reported to the GM for sign-off and tracked to closure.

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11. Responsibilities

General Manager: oversees complaint handling and reporting across RTO and GTO services, reviews systemic issues and approves corrective actions. Manages complaints related to employment and host employer arrangements.

Training, Business and Development Manager: ensures RTO complaints meet ASQA requirements and appoints independent reviewers as needed.

Staff: cooperate in investigations and implement improvements.

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