



# COMPLAINTS AND GRIEVANCES POLICY

## Introduction

RVTS is endeavours to provide a program of the highest quality.

However, from time to time, participants, applicants or staff may raise concerns or complaints about matters or issues relating to their experiences with RVTS.

## Purpose

The purpose of this policy is to provide a complaint and grievance handling framework for addressing complaints and disputes that may arise from these complaints.

## Policy

RVTS will endeavour to provide a complaints and grievances policy which is visible, accessible and encourages prompt attention to complaints. Despite these efforts, the rules of natural justice will not apply to this complaints and grievances policy.

Confidentiality will be respected by all parties.

RVTS will, subject to principles of confidentiality and persons' rights to privacy, endeavour to provide updates to complainants and persons against whom a complaint is made. RVTS recognises, however, that there may be circumstances in which this would not be desirable and therefore reserves the right to decline to inform or update any persons on any complaint. Circumstances in which these updates are not desirable will be entirely at RVTS' discretion.

RVTS will also comply with its Privacy Policy in respect of any complaint.

## Process

### Complaints or grievances from Registrars, Supervisors or Staff

Complaints or grievances from registrars, supervisors or staff should be made in writing addressed to the CEO, or if it relates to the CEO, to the Chair of the Board.

Once a complaint is received, RVTS will attempt to resolve the issue through one or more of processes below:

- (i) request for further information: RVTS may request that the complainant provide further information. Any information provided by the complainant that is confidential will remain confidential unless the complainant instructs in writing otherwise;

- (ii) discuss options: RVTS may discuss possible resolution options with the complainant and at RVTS' unfettered discretion take into account the complainant's wishes on how the complaint should be resolved;
- (iii) investigation: if it deems an investigation to be necessary, RVTS may conduct one. If it becomes necessary to speak to third parties then RVTS may or may not obtain the complainant's consent first;
- (iv) conduct of RVTS employees: if the complaint involves the conduct of RVTS employees, RVTS may raise the matter with the employee concerned and may seek their comment and input into the resolution of the complaint. The complainant will not have the right to confront or examine those employees;
- (v) escalation: if the complaint is not able to be resolved at a local level, it may be escalated. The following escalation policies may, if appropriate, apply:
  - The complaint may be handled by the relevant registrar liaison officer, supervisor liaison officer or the registrar's training advisors.
  - The complaint may be referred to an independent third party as nominated and agreed to by the complainant and a (if any) person against whom the complaint is made. If this agreement is not forthcoming, then the independent third party will be chosen by the CEO, and if the CEO is involved in the dispute, then the Chair of the Board of Directors. If the complaint is escalated to this level then a proposed resolution shall be reported in writing to the CEO of RVTS, who must consent to its terms. If the CEO is involved in the dispute then the report must go to and be consented to by the Chair of the Board of Directors.
  - The complaint may be referred to the CEO of RVTS and if the CEO is involved in the dispute then to the Chair of the Board of Directors. At the CEO or the Chair's election, the complaint may also be referred to third parties, such as the RVTS' legal advisers.
  - Further avenues of complaints depend on the nature of the complaint and the parties in dispute.

If the complaint is substantiated through policies described above, then RVTS will inform the complainant of this and undertake appropriate agreed steps to resolve the complaint, address the complainant's concerns or prevent the problem from recurring.

RVTS will keep a record of all complaints and outcomes.

RVTS is unable to deal with anonymous complaints because it is unable to investigate them. RVTS will keep a record of any anonymous complaint it receives.

While the dispute and the dispute resolution mechanism remains contained within the internal process of the RVTS (those not involving independent third parties), agreed expenses (other than costs associated with the complainant obtaining legal advice) will be borne by the RVTS.

At no stage will any legal or associated costs of the complainant be borne by the RVTS.

## **Complaints or grievances from Applicants**

Complaints or grievances from applicants must be in writing addressed to the CEO of RVTS. If the complaint is about the CEO then the complaint should be addressed to the Chair of the Board of Directors.

An applicant may make a complaint about the following aspects of their application:

- an administrative error made during the application process that was likely to result in the applicant being classified as ineligible;
- being classified as ineligible; and
- inappropriate management or behaviour in the conduct of the interview.

All complaints will be investigated by the CEO or Chair of the Board of Directors as the case may be and the applicant will be advised in writing of the result of the investigation.

RVTS will under no circumstances advise any applicant of reasons for their application not being successful.

RVTS will not be responsible for any expenses or legal costs involved in the applicant's complaint.

All decisions by the CEO or Chair of the Board of Directors are final.

## **Document control**

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