Purpose

The purpose of this procedure is to outline the provisions of TAFE Queensland Brisbane’s Complaints and Feedback Management System, to ensure all complaints/feedback are recorded, acknowledged and dealt with fairly, efficiently and effectively and analysed to enhance customer satisfaction and enable business improvement opportunities.

Scope

This procedure applies to all TAFE Queensland Brisbane staff, students, customers and its community. In particular this procedure shall apply to complaints or feedback relating to, but not limited to TAFE Queensland Brisbane’s:

- product or service delivery and quality;
- trainers, assessors or other staff;
- subcontractor/co-provider, their trainers, assessors or other staff; or
- a student

The following feedback shall be managed by the People and Culture Unit and will not form a part of this procedure:

- An administrative decision which is unfair or unreasonable (for/to staff)
- Workplace conduct of an employee which is unfair or unreasonable
- Workplace conduct which constitutes workplace bullying, sexual harassment or discrimination; or
- Conduct by another employee who is in breach of the Queensland Public Service Code of Conduct and/or TAFE Queensland Standard of Practice.

Procedure

TAFE Queensland Brisbane welcomes all feedback; compliments, suggestions and complaints, and values the opportunity to improve the range of, or quality of products and services.

TAFE Queensland Brisbane shall ensure that:-

- the principles of natural justice and procedural fairness are adopted at every stage; and
- that this procedure is publicly available

1. Receipt

All staff shall attempt to resolve a complaint or feedback at point of contact. Where resolved, staff shall forward details to the Quality Administrator for registering via the Brisbane, Feedback email inbox. Emails shall include:

- name of the person/complainant
- date received
- if they are a staff member, student or customer
• if applicable, the qualification currently enrolled in or applying for or the staff member’s team/business unit
• the issue/matter
• whether it has been substantiated or unsubstantiated
• the resolution, who actioned and the date resolved (or otherwise)

Where the matter cannot be resolved at point of contact, staff shall advise the person/complainant that they may submit feedback in writing via TAFE Queensland Brisbane’s feedback website.

2. Registering/Acknowledgement and Distribution
All complaints/feedback shall be registered into the Feedback Management System by the Quality Administrator, Risk & Compliance within 48 hours of receipt; then immediately distributed to the appropriate Directors/Managers for action.

All persons/complainants shall receive written acknowledgement.

3. Investigation and Resolution
Directors/Managers shall ensure that the complaint/feedback is approached with a non-biased view and intent to resolve feedback within ten (10) business days of receiving the Request for Action. Where the matter cannot be resolved within this timeframe, the person/complainant shall be notified in writing, of any impediment/reason. The Quality Administrator, Risk & Compliance will provide regular updates to the person/complainant on the progress of the matter.

Directors/Managers shall ensure high levels of customer service are displayed when in contact with the person/complainant and if meeting in person that the provision of a support person is made available. Where written responses are provided, they are succinct and factual, avoiding any bias, using the response examples provided in the HB153 Complaints and Feedback Handbook.

Directors/Managers shall ensure that the draft written response is forwarded to the Quality Manager, Risk & Compliance for review. Where the matter has been resolved via phone contact, an email shall be sent to the Brisbane, Feedback email inbox with brief outline of outcome.

Directors/Managers shall identify potential causes of complaints and take the appropriate corrective action to eliminate or mitigate the likelihood of a reoccurrence.

4. Analysis and Completion
The Quality Manager shall review the draft response, modify and/or escalate, if required, sign and when satisfied, send response to the person/complainant and Brisbane, Feedback email inbox to register the outcomes in the Feedback Management System.

The Quality Manager shall undertake a root cause analysis and record against each registration in the Feedback Management System.

5. Review
Internal Review
Persons/complainants may seek an internal review of a decision as soon as reasonably practicable after receipt of response. All requests for review shall be directed to the Quality Manager who shall assign a decision maker that is more senior than the original person.

All functions of the internal review shall be approached with a non-biased view and completed within ten (10) business days of the date of request. The decision on internal review shall be forwarded directly to the person/complainant and a copy of all correspondence including any supporting documentation shall be forwarded to the Brisbane, Feedback email inbox for registration purposes.

External Review
Where the internal review process fails to resolve the complaint to the person’s satisfaction, they may refer their matter to the Queensland Ombudsman.
6. Reporting and Monitoring
At the end of each month, the Quality Administrator will run outstanding complaint reports by Director/Faculty and forward to Quality Manager for distribution.

Director/Manger must respond to Quality Manager within five (5) working days.

Any escalations shall be sent directly to the Director, Risk and Compliance for action.

The Quality Manager shall be responsible for the monitoring and reporting. The following reports shall be generated and distributed to the TAFE Queensland Brisbane Senior Leader Team:

- Data on complaints/feedback registered, matters outstanding, average days to action
- Quarterly feedback reports (incorporating Root Cause Analysis / Trend Report)

The Quality Manager is responsible for distributing any reports and ensuring any identified risks/trends are investigated and appropriate action is taken to ensure the continual improvement of TAFE Queensland Brisbane's products and services. In some cases it may be necessary to liaise with the Compliance Manager who may organise to perform a review and/or audit to evaluate the effectiveness and continuous improvement of actions.

Records Management
All records in relation to any form of feedback submitted (verbal or written) shall be saved electronically in the delegated folders.

All records must be kept for a minimum period of 7 years after final date of resolution. Records relating to complaints or suggestions which have had a major impact on any policy and/or procedure of TAFE Queensland Brisbane, must be retained permanently.

The Risk & Compliance Team shall be responsible for maintaining the integrity of the records and shall ensure suitable disposal/retention of records as specified in the TAFE Queensland Brisbane Records Management Procedure and Queensland State Archives General Retention and Disposal Schedule for Administrative Records (GDRS) QDAN249.
Affiliated Documents / References

Internal:
- Records Management Procedure
- HB153 Complainants and Feedback Handbook

External:
- Standards for Registered Training Organisations 2015
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 Part D Standard 8
- Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)
- Higher Education Standards Framework (Threshold Standards) 2011
- Higher Education Support Act 2003 – VET Guidelines
- General Retention and Disposal Schedule for Administrative Records (GDRS) QDAN 249
- The Office of the Information Commissioner

Glossary of Terms / Definitions

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<tr>
<th>Term/s</th>
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<tr>
<td>Complainant</td>
<td>A student, staff member customer who initiated the complaint, feedback or appeal.</td>
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<tr>
<td>Complaint</td>
<td>A matter raised by a student, staff member or customer dissatisfied with the service or action of TAFE Queensland, Brisbane or its staff or partners/co-providers.</td>
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<tr>
<td>Compliment</td>
<td>A positive comment on the products and/or services.</td>
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<td>Customer</td>
<td>A member of the public, employer or employment agency of a student or other stakeholder.</td>
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<tr>
<td>External Review</td>
<td>A formal assessment of a decision/matter, performed by a party external from TAFE Queensland, Brisbane e.g. Queensland Ombudsman</td>
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<tr>
<td>Feedback</td>
<td>Information provided by a student, staff member or member of the public that can be a suggestion, opportunity for improvement or comment on positive behaviour.</td>
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<td>Feedback Management System</td>
<td>The approved Feedback Management System QPulse is used to manage the records and workflow related to all Complaints/Feedback.</td>
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<td>Internal Review</td>
<td>A review by a more senior officer of the initial outcome to determine whether the decision made from initial action was fair and reasonable.</td>
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<td>Non-Biased View</td>
<td>Remaining as an impartial party, and performing any investigations or tasks without prejudice.</td>
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<td>Queensland Ombudsman</td>
<td>The Queensland regulatory body that supervises fairness in public administration. The Ombudsman investigates complaints about the actions and decisions of Queensland public agencies and their staff that may be unlawful, unreasonable, unfair, improperly discriminatory or otherwise wrong.</td>
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<td>Root Cause Analysis</td>
<td>Root cause analysis is a method of problem solving that tries to identify the root causes of faults or problems.</td>
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<td>Substantiated</td>
<td>Where evidence is found to support or prove the truth of a matter.</td>
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<td>Suggestion</td>
<td>An idea or plan put forward for consideration in regards to TAFE Queensland, Brisbane products and/or services</td>
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<tr>
<td>Unsubstantiated</td>
<td>Not supported or proven by evidence.</td>
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<td>Directors/Managers</td>
<td>Includes TAFE Queensland, Brisbane Executive Director, Faculty Director, Team Manager or Corporate Directors/Managers</td>
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Revision History

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