

Overview

Wilson Medic One is committed to providing the highest quality training services and to ensuring that all students and clients have a positive experience when dealing with us. However, we recognise that there may be times that we don't live up to your expectations. We view grievances and complaints as an opportunity to review continuous improvement opportunities.

Wilson Medic One has a Complaints committee which reviews all complaints and formally lodged. The Complaints committee consists of the following staff members:

Training and Compliance Manager
Training and Operations Manager

Where a formally lodged complaint or grievance relates to one of the staff members on the Complaints committee, the matter will be dealt with by the National Service Delivery Manager. Wilson Medic One will address any and all complaints in a fair, constructive and timely manner.

Definitions

Wilson Medic One defines complaints and grievances as:

- **Grievance** – an expression of dissatisfaction
- **Complaint** – a dissatisfaction with any service provided by Wilson Medic One coupled together with a request for action.

A complaint or grievance may be about an Academic or Non-Academic matter:

- **Academic matters** – matters which relate to student progress, assessment, course content or awards, etc.
- **Non-academic matters** – all other matters which do not to academic matters such as fees, concerns about privacy, matters relating to other students, harassment.

How to raise a grievance or make a complaint

You can make a complaint in two ways:

Informal complaints - verbal

Students or clients are encouraged to raise any concerns that they may have informally with the relevant Trainer/Assessor or Wilson Medic One employee.

Alternatively, you can also speak with one of our administration and student support officers on 1300 262 000.

Formal complaints - in writing

Written complaints can be made:

Via email:

info@wilsonmedicone.com.au, or

Via hardcopy:

Wilson Medic One

Training and Operations Manager

Level 3, Bishops See, 235 St George's Terrace,

PERTH WA 6000

What happens when you lodge a complaint or grievance?**Informal grievances and complaints**

Most issues are resolved at the local level. If a complaint or grievance occurs, Wilson Medic One encourages the student or client to raise it with the appropriate staff member or party involved (e.g. the trainer/assessor). If a mutually agreed resolution at a local level is not achievable, the matter must be formalised in writing.

Formal grievances and complaints

Please allow 10-15 days for a complaint to be investigated and to provide you with an outcome.

When a written complaint/appeal is received, Wilson Medic One will contact you to formally acknowledge receipt of the complaint by email or in writing. Investigation into the issue will commence within 5 working days of the complaint being received.

You may be contacted for further information as part of this process.

The outcome will then be issued in writing within 10 working days from the commencement of the investigation into the complaint.

Where a complaint cannot be resolved within 15 business days, Wilson Medic One will contact you to advise you and will keep you informed of the progress of the matter

Can another person lodge a complaint or grievance on your behalf?

Yes, however we will respond directly to you unless you have given us permission in writing to respond to a nominated third party.

Exceptions to this rule include:

- Parents / Legal guardians where a student is under 18
- Employers on behalf of trainees or for students where they have paid part or all of the cost directly to Wilson Medic One
- Authorised relevant government bodies

Request for further information

In some cases, the Wilson Medic One representative investigating your complaint or grievance may need more information from you to assist us in understanding and / or investigating your concerns. We may contact you by phone or email. If you do not return to us with further information after two contact attempts, we may elect to close your complaint. We will notify you in writing where this is the case.

Appeals

How do I appeal a decision (internal appeal)?

You can appeal a decision by contacting us in writing.

You should provide a summary of the grounds that the appeal is based on and the reason why you feel that the initial decision was unfair. The appeal must be lodged to the Training and Compliance Manager within 20 working days from the time you receive the outcome of your initial complaint.

The appeal application will then be addressed by the Training and Compliance Manager and Complaints Committee members to consider the claim and arrive at an outcome. The outcome, including rationale, will be presented in writing within 10 business days of receiving the appeal application.

Referring the matter to a third-party mediator (external appeal)

If you are not satisfied with the outcome of the internal appeal, you may request that the matter be referred for external dispute resolution by an external independent body appointed for this purpose by Wilson Medic One.

There will be no cost charged to the student for any matters requiring an external dispute resolution service.

Wilson Medic One will give due consideration to any recommendations arising from the external review

within 10 days. Generally, Wilson Medic One will follow recommendations made by the external reviewer and will confirm this in writing.

If you are paying for your course via a VET Student Loan and don't agree with the outcome of the external appeal you can contact the Commonwealth VET Student Loans Ombudsman, for more information go to: <https://www.ombudsman.gov.au/How-we-can-help/vslo>

For all others, if you have been through all stages of this grievance handling process and remain unsatisfied with the outcome of your grievance, you may:

- contact the National Training Complaints Hotline on 13 38 73, select option 4 (Monday–Friday, 8am to 6pm nationally) or by email by completing the complaint template on <https://www.dese.gov.au/national-training-complaints-hotline/national-training-and-complaints-hotline-complaints-form>

You can request to log your request directly with a member of the Complaints Committee or the branch manager for your training location.

The complaints register is located on an internal intranet database and access is limited to key staff who deal with complaints due to the confidential and / or sensitive nature of some complaints.

Frequently asked questions

My complaint is about my trainer – will they be aware that I've complained?

In most situations, if the matter concerns your trainer, it is best that we discuss the matter with them as part of our investigation. We will handle such situations with sensitivity.

If you do not want your trainer to be aware of your complaint, please let us know. However, this may limit our ability to fully investigate your concerns.

If you wish to remain anonymous you can, but we may not be able to fully resolve your concerns.

I don't want to get anyone in trouble

Wilson Medic One views all complaints and grievances as an opportunity for continuous improvement. We recognise that our staff at times may make errors and it is important for us to be aware of these issues so that we can provide coaching and / or training if required. In other cases, it may not be a human error, but systematic issue that we could implement a new process for.

- contact the Australian Skills Quality Authority (ASQA). For contact details and information please see: www.asqa.gov.au/complaints . Please note that ASQA will only accept a complaint regarding a Registered Training Organisation (RTO) where the complainant has exhausted the RTO's internal complaints and appeals processes, and only in circumstances where the complaint is related to the regulatory obligations enforced by ASQA.

Any costs associated with a complainant taking the matter further, will be borne by the complainant unless a court of law directs Wilson Medic One to pay for such costs.

Where Wilson Medic One does not agree with the outcome of the third-party recommendation, Wilson Medic One will notify the complainant in writing outlining our decision and how we have come to that decision.

I just want to give you feedback, I don't want any response

We always welcome feedback and try to incorporate it where we can. If you don't want us to respond, just let us know when lodging the feedback.

I'm not angry, but I just want to let you know that I have an issue

We welcome all feedback and certainly welcome the opportunity to address your issue. You don't need to be angry to have an issue!

Who can view the details of my grievance or complaint?

We lodge the details of your grievance or complaint into our internal complaints database. This database has restricted access to maintain confidentiality, particularly when a complaint is of a sensitive nature.

Improvement Actions

Wilson Medic One confirms its commitment to investigate and act on any complaint raised, and also to take appropriate action in any case where the complaints are substantiated. In cases where a complaint is upheld, Wilson Medic One endeavours to identify the cause of the complaint and implement steps to prevent the situation happening again.

All improvement actions arising from complaints are raised via the complaints register. Wilson Medic One maintains a Continuous Improvement Register for recording the receipt and management of improvement records.

Once improvement records are raised, the Complaints Committee review complaints and their causes, evaluate corrective action to resolve the issue and prevent reoccurrence, implement appropriate actions, record results of actions undertaken and review these actions to ensure effectiveness after implementation.

Confidentiality

All complaints are handled with confidentiality in mind, however we acknowledge that some complaints may be of a more sensitive nature than other.