



## **Complaints Policy**

## Complaints Handling

Real Estate Training Academy is committed to providing a fair and transparent complaint handling process.

### What is a complaint?

A complaint is generally negative feedback about services or people which has not been resolved locally.

### Who does this policy apply to?

This policy applies to and may involve issues concerning the conduct of:

- Real Estate Training Academy as an organisation, its trainers, assessors or other staff;
- Third party's services provided on the behalf of Real Estate Training Academy, its trainers, assessors or other staff; or
- a learner of Real Estate Training Academy.

This is an important point to note in understanding that this policy has a broad application and is not simply relevant to complaints that may be made by learners. A complaint may be made by an employer about Real Estate Training Academy or by the trainer about the conduct of the learner. Throughout this policy we refer to the person making a complaint as simply the complainant.

### Early resolution of complaints

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved. It is often the case that complaints can be avoided by proper communication and respect between persons involved.

### Relationship to continuous improvement

Frequently, the complaints handling process will expose weaknesses in the training and assessment or administrative system that can flow into the continuous improvement system as opportunities for improvement. This outcome of complaints handling is very positive and should be actively applied by all persons involved. It is for this reason that complaints received from stakeholders should be seen in a positive light and as opportunities for improvement.

### Making a complaint

A complaint may be received by Real Estate Training Academy in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person.

To make a complaint, the person is recommended to complete the Real Estate Training Academy - Complaint Form. This form is available via our website or can be obtained from the Real Estate Training Academy office.

The completed complaint form is to be submitted to the Office Manager either in hard copy or electronically via the following contact details:

Mail: PO Box 329, Glenside SA 5065

By hand: 329 Greenhill Rd, Toorak Gardens, SA 5065

By email: [info@retac.com.au](mailto:info@retac.com.au)

If a complainant has any difficulty accessing the required form or submitting the complaint to Real Estate Training Academy, they are advised to contact Real Estate Training Academy immediately at the following phone number:

George Ganter 0418 853 579

#### Complaint handling procedure

Real Estate Training Academy will apply the following principles to its complaints handling:

- A complaint may be received in any form (written, verbal) although persons seeking to make a complaint are recommended to complete the complaint form which is available to them on the website. There is no time limitation on a person who is seeking to make a complaint. A person who makes a complaint must be provided a written acknowledgement as soon as possible and not later than 24 hours from the time the complaint is received. This acknowledgement is intended to provide the complainant assurance that Real Estate Training Academy had received the complaint and will review the relevant issues and provide a response. The acknowledgement must inform the complainant that they will receive a written response within 14 days.
- A written record of all complaints is to be kept by Real Estate Training Academy including all details of lodgement, response and resolution. The complaints register within RTO Data is to be used to record the details of the complaint and to maintain a chronological journal of events during the complaint handling process. Records relating to complaint handling must be stored securely to prevent access to unauthorised personnel.
- A complainant is to be provided an opportunity to formally present his or her case at no cost.
- Each complainant may be accompanied and/or assisted by a support person at any relevant meeting.
- Where a complaint is made about or involves allegations about another person, Real Estate Training Academy is obliged to inform this person about this complaint or allegation and provide them the opportunity to respond and present information in response to the

issues raised. This may be achieved through direct meetings or meeting via an electronic means. Real Estate Training Academy must maintain a detailed record of these meetings in the form of a record of conversation. At all times information must be handled sensitively and treated in confidence. Persons involved in a dispute or complaint should be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.

- Where a complaint is received by Real Estate Training Academy which involve allegations about alleged criminal conduct, Real Estate Training Academy are to recommend the person making the complaint refer the matter to the relevant State or Territory Police Service.
- The complaints policy must be publicly available. This means that the complaints policy and procedure must be published on the Real Estate Training Academy website.
- The handling of a complaint is to commence within **seven (7) working days** of the lodgement of the complaint and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant is to be provided a written response to the complaint, including details of the reasons for the outcome. A written response must be provided to the complainant within **fourteen (14) working days** of the lodgement of the complaint.
- Complaints must be resolved to a final outcome within **sixty (60) calendar days** of the complaint being initially received. Where Real Estate Training Academy Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint, the CEO must inform the complainant in writing, including reasons why more than 60 calendar days are required. As a benchmark, Real Estate Training Academy should attempt to resolve complaints as soon as possible. A timeframe to resolve a complaint within thirty (30) calendar days is considered acceptable and in the best interest of Real Estate Training Academy and the complainant. A complainant should also be provided with regular updates to inform them of the progress of the complaint handling. Updates should be provided to the complainant at a minimum of **two (2) weekly intervals**.
- Real Estate Training Academy shall maintain the enrolment of the complainant during the complaint handling process.
- Decisions or outcomes of the complaint handling process that find in the favour of the learner shall be implemented immediately.
- Complaints are to be handled in the strictest of confidence. No Real Estate Training Academy representative is to disclose information to any person without the permission of Real Estate Training Academy Chief Executive Officer. A decision to release information to third parties can only to be made after the complainant has given permission for this to occur. This permission should be given using the Information Release Form.

- Complaints are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the complaint handling process. This means that the complainant is entitled to be heard with access to all relevant information and with the right of reply. The complainant is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations. Further guidance on principles of natural justice and procedural fairness can be accessed at the following link: [Principles of Natural Justice and Procedural Fairness](#) or by contacting the [Office of the Training Advocate \(SA\)](#) 1800 006 488

### Informing Persons and Responding to Allegations

Where a complaint involves one person making allegations about another person, it is a requirement for Real Estate Training Academy to hear both sides of the matter before making any judgements about how the complaint should be settled. A person who will be affected by a decision made by Real Estate Training Academy as a result of a complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond. The person has the right to:

- put forward arguments in their favour,
- show cause why a proposed action should not be taken,
- deny allegations,
- call for evidence to disprove allegations and claims,
- explain allegations or present an innocent explanation, and
- provide mitigating circumstances (information aimed at reducing the severity, seriousness, of something).

Real Estate Training Academy also has an obligation to fully consider the substance of allegations and the response provided by parties before making a decision. Decisions must be communicated to the complainant and relevant persons subject of allegations in writing. This is to include advising these persons of their right to seek a third party review of decisions made by Real Estate Training Academy.

Where an allegation is made that involve alleged criminal or illegal activity and it is considered outside the scope and expertise of Real Estate Training Academy to investigate the matter, then in these circumstances Real Estate Training Academy reserve the right to report these allegations to law enforcement authorities. Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this course of action is being taken.

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### Third Party Review

Where the person making a complaint is not satisfied with the handling of the matter by Real Estate Training Academy, they have the opportunity for a body or person that is independent of Real Estate Training Academy to review his or her complaint following the internal completion of complaint handling process. Before a person seeks a review by an independent person, they are requested to first allow Real Estate Training Academy to fully consider the nature of the complaint to fully respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they can then seek a review by an independent person. To request a review by an independent person, the complainant should inform the Office Manager of their request who will initiate the process with the Chief Executive Officer.

In these circumstances the Real Estate Training Academy Chief Executive Officer will advise of an appropriate party independent of Real Estate Training Academy to review the complaint outcome (and its subsequent handling) and provide advice to Real Estate Training Academy in regards to the recommended outcomes. The independent third-party is required to respond with their recommendations within **fourteen (14) working days** of their review being requested. This advice is to be accepted by Real Estate Training Academy as final, advised to the person making a complaint in writing and implemented without prejudice.

Where the Real Estate Training Academy appoints or engages an appropriate independent person to review a complaint, the Real Estate Training Academy will meet the full cost to facilitate the independent review. Where the person seeking an appeal objects to this appointment and requests to engage a person or organisation they nominate to undertake the review, the Real Estate Training Academy may seek the person making a complaint to contribute to the cost of engaging this person to undertake the review. This is advised to the person making a complaint within the Learner Handbook.

Where a complaint is received by Real Estate Training Academy and the Chief Executive Officer feels that they may be biased or there is a perception of bias, then the complaint is to be referred directly to an independent third-party for consideration and response as outlined above.

### Unresolved Complaints

At full conclusion of the complaint handling process where the person making a complaint remains not satisfied with the outcome of the complaint handling procedure, the person making a complaint is to be directed to the following external agencies:

- In relation to consumer related issue, the person may refer their complaint to the **Office of the Training Advocate** at phone number 1800 006 488
- In relation to the delivery of training and assessment services, the person may refer their complaint to the **National Training Complaints Service** at phone number: 13 38 73.

This guidance is communicated to learners within the Learner Handbook. It is expected that the above agencies will investigate the person's concerns and contact the Real Estate Training Academy for information.

The Real Estate Training Academy is to cooperate fully with agencies such as the National Training Complaints Service, the Office of the Training Advocate or ASQA that may investigate the handling of a complaint. Real Estate Training Academy considers that it would be extremely unlikely that a complaint is not able to be resolved quickly within Real Estate Training Academy internal arrangements.

#### Record Management of Complaint Records

Records relating to complaints will present in two formats. There will be electronic records in the form of email correspondence and other documents which are communicated electronically and hard copy records which are submitted by the complainant or generated by Real Estate Training Academy. There is also a record of the complaint maintained within the Real Estate Training Academy student management system RTO Data. This includes the details about the complaint and a diary log which records the progress of the complaint handling and closure. This record also records identified opportunities for improvement that result from complaints handling.

All records regardless of their format (excluding RTO Data) will be saved in a digital format into a secure folder located on the Real Estate Training Academy file storage. Each file is to be clearly labelled with the document title or subject and the date of which the document was received or generated. This folder must only be accessible to persons authorised by the Chief Executive Officer. Records stored on RTO Data are to be accessible only to RTO data administrators and managers.

To ensure records are maintained in a safe and suitable condition, the following is to apply:

- Records must be kept securely to prevent them being accessed by any non-authorised personnel.
- Records must be kept confidential to safeguard information and to protect the privacy of complainants.
- Records must be kept to avoid damage by fire, flood, termites or any other pests.
- Electronic data storage must be safe from destruction by fire or flood and should take account of the risk of component failure of a single storage device. Electronic data is also to be backed-up off site.

#### Period of retention of Complaints Records

Real Estate Training Academy is to retain records relating to complaints handling for a minimum of five (5) years.

Destruction of Complaints Records

Real Estate Training Academy CEO is the only person who can authorise (in writing) the destruction of complaint handling records. Records are only to be authorised for destruction after the retention period has lapsed. Documents identified for destruction are to be shredded before being recycled.



**Complaints Handling Process**

