

Feedback Procedure (Compliments and Complaints)

1.0 Purpose

This procedure provides people and groups with a process to raise and resolve concerns promptly, fairly, and equitably, while applying principles of natural justice and procedural fairness.

The Institute will always consider feedback provided, regardless of who it is provided by or whether it is provided anonymously. It will, however, generally only communicate the outcome of feedback to the person the feedback relates to. Feedback received is used to respond to concerns, address mistakes and continuously improve Institute services.

For more information on the Institute position on the provision of feedback and policy principles, refer to the Feedback Policy (Compliments and Complaints).

2.0 Scope

The procedure applies to anyone who wants to provide feedback or make a complaint to the Institute about any matter. Feedback can be provided to the Institute by anyone; whether they are a student, member of the public, employee, contractor or supplier.

Feedback or complaints can be made in a variety of ways, including via telephone, email, online (including BKI managed social media channels) or by post.

Allegations of suspected improper conduct or corruption must be made and responded to confidentially using the process outlined in the Institute's *Speak Up Policy*.

This procedure does not include the rights of appeal for an assessment judgement, which is covered under the *Assessment Appeals Procedure* and the *Training and Assessment Policy*.

3.0 Legislative Reference

See 3.0 of Feedback Policy (Compliments and Complaints) – Legislative Context

4.0 Procedural Steps

| No. | Phases and steps | Name of role who actions |
|-------|--|--------------------------------|
| 4.1 | Receiving and acknowledging feedback | |
| 4.1.1 | The primary method BKI accepts feedback (compliments and complaints) is via the Online Form on the Kangan Institute and Bendigo TAFE websites. The person submitting the feedback is required to enter all mandatory fields before feedback is lodged. | Person submitting the feedback |

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| 4.1.2 | <p>The Institute accepts feedback across all communication mediums that are directed to a BKI staff member including by email, face-to-face, online (including on official BKI social media pages), telephone and letter.</p> <p>The Institute does not require a person to complete the Online Form in order to consider their feedback recognising that some individual's circumstances may mean completing the form may be challenging for them.</p> <p>If feedback is received by a BKI staff member directly, the individual should be encouraged to lodge feedback via the Online Form or the staff member should do it on their behalf.</p> <p>If feedback is received by email, the BKI staff member may forward the email to feedback@kangan.edu.au</p> | Employee Receiving Feedback |
| 4.1.3 | When feedback is submitted via Feedback / Complaints form, an email is automatically generated acknowledging receipt of the complaint/feedback, providing a timeframe for a response. | System Generated |
| 4.2 | Allocating Complaints / Triage | |
| 4.2.1 | <ul style="list-style-type: none"> Once feedback is lodged, a New Entry is recorded in the Sharepoint Feedback Details and Reports Tool. In most cases, feedback is allocated to the area to which it relates. This enables that area to consider how to resolve, investigate and remedy the complaint. Some complaints activate certain obligations and should be referred to specific internal areas. This does not always mean the referred area responds to the complaint. These areas provide supporting advice and determine whether any issues need to be externally reported. | <p>System Generated</p> <p>AND</p> <p>Governance Risk and Compliance</p> |

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|--|--|--------------------------|----------------|---|--|--|--|-------------------|---------------------------|--|---|--------------|----------------------|-----------------------|---------------------|--------------------------------------|--------------------------------------|---------------------------------|--|--|--|--------------------------------|--|--|
| | See table below for a guide on types of feedback and area allocated. | | | | | | | | | | | | | | | | | | | | | | | |
| | <table border="1"> <thead> <tr> <th>Types of Feedback</th> <th>Area Allocated</th> </tr> </thead> <tbody> <tr> <td>Course / Teaching and Assessment / Delivery Quality / Accessibility</td> <td>Relevant teaching area Program Lead / Department Manager / Director depending on complexity of complaint. Where complaints are about a particular issue, the teaching area may be required to consult and work with certain areas across the organisation (e.g. Student Services). A full list is provided Complaint or Feedback Notification allocated to staff.</td> </tr> <tr> <td>Enrolment including Apprentice and Trainee issues, and Pre-Training Review</td> <td>Manager, Enquiries and Admissions Hub – Registrar's Office</td> </tr> <tr> <td>Campus Facilities</td> <td>Manager Campus Operations</td> </tr> <tr> <td>Certificates, Refunds, Fees and Charges, Withdrawal, VET Student Loans</td> <td>Manager, Student Records and Reporting / Team Leader Student Records – Registrar's Office</td> </tr> <tr> <td>Child Safety</td> <td>Child Safety Officer</td> </tr> <tr> <td>Supplier / Commercial</td> <td>Procurement Manager</td> </tr> <tr> <td>Improper Conduct or Speak Up Reports</td> <td>Head Governance, Risk and Compliance</td> </tr> <tr> <td>Regulatory and Legal Compliance</td> <td>Head Governance, Risk and Compliance to coordinate</td> </tr> <tr> <td>Employee Behaviour / Bullying / Employment Terms and Conditions disputes</td> <td>HR Business Partner / Head of People and Culture</td> </tr> <tr> <td>Occupational Health and Safety</td> <td>Head of Occupational Health and Safety</td> </tr> </tbody> </table> | Types of Feedback | Area Allocated | Course / Teaching and Assessment / Delivery Quality / Accessibility | Relevant teaching area Program Lead / Department Manager / Director depending on complexity of complaint. Where complaints are about a particular issue, the teaching area may be required to consult and work with certain areas across the organisation (e.g. Student Services). A full list is provided Complaint or Feedback Notification allocated to staff. | Enrolment including Apprentice and Trainee issues, and Pre-Training Review | Manager, Enquiries and Admissions Hub – Registrar's Office | Campus Facilities | Manager Campus Operations | Certificates, Refunds, Fees and Charges, Withdrawal, VET Student Loans | Manager, Student Records and Reporting / Team Leader Student Records – Registrar's Office | Child Safety | Child Safety Officer | Supplier / Commercial | Procurement Manager | Improper Conduct or Speak Up Reports | Head Governance, Risk and Compliance | Regulatory and Legal Compliance | Head Governance, Risk and Compliance to coordinate | Employee Behaviour / Bullying / Employment Terms and Conditions disputes | HR Business Partner / Head of People and Culture | Occupational Health and Safety | Head of Occupational Health and Safety | |
| Types of Feedback | Area Allocated | | | | | | | | | | | | | | | | | | | | | | | |
| Course / Teaching and Assessment / Delivery Quality / Accessibility | Relevant teaching area Program Lead / Department Manager / Director depending on complexity of complaint. Where complaints are about a particular issue, the teaching area may be required to consult and work with certain areas across the organisation (e.g. Student Services). A full list is provided Complaint or Feedback Notification allocated to staff. | | | | | | | | | | | | | | | | | | | | | | | |
| Enrolment including Apprentice and Trainee issues, and Pre-Training Review | Manager, Enquiries and Admissions Hub – Registrar's Office | | | | | | | | | | | | | | | | | | | | | | | |
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| Certificates, Refunds, Fees and Charges, Withdrawal, VET Student Loans | Manager, Student Records and Reporting / Team Leader Student Records – Registrar's Office | | | | | | | | | | | | | | | | | | | | | | | |
| Child Safety | Child Safety Officer | | | | | | | | | | | | | | | | | | | | | | | |
| Supplier / Commercial | Procurement Manager | | | | | | | | | | | | | | | | | | | | | | | |
| Improper Conduct or Speak Up Reports | Head Governance, Risk and Compliance | | | | | | | | | | | | | | | | | | | | | | | |
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| Occupational Health and Safety | Head of Occupational Health and Safety | | | | | | | | | | | | | | | | | | | | | | | |
| | Once allocated area is identified, the responsible person/s is Assigned in the system. | | | | | | | | | | | | | | | | | | | | | | | |

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| 4.2.2 | Assigned staff member receives, an auto-notification by email and Teams. The notification includes instruction and expectations that should be adhered to when handling feedback. | System Generated |
| 4.3 | Decide on approach to respond | |
| 4.3.1 | <ul style="list-style-type: none"> Decide on a Front-line resolution or Investigation response. Refer to Feedback Policy (Compliments and Complaints) which describes the two response approaches. Consult Governance Risk and Compliance if unsure. | Assigned Officer |
| 4.3.2 | <p>Anonymous complaints</p> <ul style="list-style-type: none"> If warranted, investigate anonymous feedback in the same way you would investigate feedback that is not anonymous as far as possible. Anonymous feedback is to be treated the same as non-anonymous except no response is sent to the individual. | Assigned Officer |
| 4.4 | Respond to the feedback | |
| 4.4.1 | <ul style="list-style-type: none"> Once the complaint is investigated (if required) and staff members / areas consulted as required, provide a written response to the individual who lodged the complaint. The response should: <ul style="list-style-type: none"> Provide information about what the Institute did in response to the feedback and what the outcome was, including any changes that made or intended to be made, subject to confidentiality; Provide reasons for decisions made as a result of the feedback; Apologise where mistakes have been made and explain the steps that will be taken to remedy the mistake; and Tell the person what their options are to request an Internal Review or seek External Review as per 4.7 and 4.8. In some cases, it may be prudent to phone or organise a Teams Call with the individual. The individual should be given the option of a support person if required. Even if the complaint is resolved over a call, it is still a requirement to provide a formal written response to close out the complaint. To help guide written complaint responses and to troubleshoot common scenarios, refer to the Communications Templates. | Assigned Officer |

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| 4.4.2 | <p>According to the Feedback Policy, most complaints should be resolved within 10 days. The following timescales should be adhered to:</p> <p>10 days or earlier:</p> <ul style="list-style-type: none"> Tell a person if their feedback will take longer than 10 business days to respond to, why and when they can expect to receive a further update. <p>At reasonable intervals and at least monthly</p> <ul style="list-style-type: none"> Provide updates at reasonable intervals; tell the person when they can expect to hear from you and what the process looks like. <p>21 days (Ombudsman Guidelines for Complaint Management):</p> <ul style="list-style-type: none"> Respond to complaints within 21 days. Decide at 21 days whether escalation is needed to the Governance, Risk and Compliance (GRC) Team . If a complaint remains unresolved at 21 days after submission, advise student that they can request an internal review. | Assigned Officer |
| | <p>Auto-notification for complaints</p> <ul style="list-style-type: none"> If a complaint is not resolved within 10 days, automatic notifications will be sent to the allocated officer and Governance Risk and Compliance (GRC team will also be notified). Notifications will be re-sent 10 days later until the complaint is marked as complete. You may contact GRC for support and guidance at any stage during the handling of the feedback. | System Generated |
| 4.5 | Complete the Feedback and Evaluation Tool | |

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| | | | | | | | | | | | | | | |
|--|---|--|---|---|------------------------------|---|---|--|--|--|---------------------------------------|---|--|-------------------------|
| <p>4.5.1</p> | <ul style="list-style-type: none"> • Complete all mandatory fields in the feedback and evaluation tool. • Attach the response provided to the complainant to the bottom of the tool. • The tool provides an official log of the feedback and provides insights to drive continuous improvement. <p>BKI considers feedback against our expectations as a vocational education provider and a public sector entity. Staff assessing feedback may use the following template to independently assess the merits of the feedback against the following categories:</p> <table border="1"> <tr> <td data-bbox="296 719 528 891"> <p>Legal expectations:</p> </td> <td data-bbox="528 719 919 891"> <p>Consider related legislative and policy obligations in reviewing the decision, action or practice under review and deciding whether escalation is needed internally.</p> </td> <td data-bbox="919 719 1254 891"> <p>BKI's decision, action or practice did not / did meet its legal expectations.</p> </td> </tr> <tr> <td data-bbox="296 898 528 1099"> <p>Reasonableness</p> </td> <td data-bbox="528 898 919 1099"> <p>Consider whether the decision, action or practice under review reflects common sense and flexibility to individual needs – for example, disability, exceptional circumstances.</p> </td> <td data-bbox="919 898 1254 1099"> <p>BKI's decision, action or practice did not / did reflect common sense or flexibility to individual needs– for example, disability, exceptional circumstances.</p> </td> </tr> <tr> <td data-bbox="296 1106 528 1420"> <p>Human rights, accessibility and equity</p> </td> <td data-bbox="528 1106 919 1420"> <p>Consider whether any human rights are engaged or whether the decision, action or practice could reflect discriminatory, inequitable or inaccessible practices. Consider applicable policies and procedures.</p> </td> <td data-bbox="919 1106 1254 1420"> <p>BKI's decision, action or practice was incompatible / compatible with rights set out under the <i>Charter of Human Rights and Responsibility Act 2016 (Vic)</i> or could / could not be perceived as discriminatory, inequitable or inaccessible.</p> </td> </tr> <tr> <td data-bbox="296 1426 528 1632"> <p>Procedural requirements</p> </td> <td data-bbox="528 1426 919 1632"> <p>Consider the steps BKI is required (by law, regulation or policy) to take when making a decision, action or undertaking practice like the one under review, and whether any steps were taken that is outside of the process.</p> </td> <td data-bbox="919 1426 1254 1632"> <p>BKI's decision, action or practice did not / did reflect procedural requirements or steps were taken outside of established processes.</p> </td> </tr> </table> | <p>Legal expectations:</p> | <p>Consider related legislative and policy obligations in reviewing the decision, action or practice under review and deciding whether escalation is needed internally.</p> | <p>BKI's decision, action or practice did not / did meet its legal expectations.</p> | <p>Reasonableness</p> | <p>Consider whether the decision, action or practice under review reflects common sense and flexibility to individual needs – for example, disability, exceptional circumstances.</p> | <p>BKI's decision, action or practice did not / did reflect common sense or flexibility to individual needs– for example, disability, exceptional circumstances.</p> | <p>Human rights, accessibility and equity</p> | <p>Consider whether any human rights are engaged or whether the decision, action or practice could reflect discriminatory, inequitable or inaccessible practices. Consider applicable policies and procedures.</p> | <p>BKI's decision, action or practice was incompatible / compatible with rights set out under the <i>Charter of Human Rights and Responsibility Act 2016 (Vic)</i> or could / could not be perceived as discriminatory, inequitable or inaccessible.</p> | <p>Procedural requirements</p> | <p>Consider the steps BKI is required (by law, regulation or policy) to take when making a decision, action or undertaking practice like the one under review, and whether any steps were taken that is outside of the process.</p> | <p>BKI's decision, action or practice did not / did reflect procedural requirements or steps were taken outside of established processes.</p> | <p>Assigned Officer</p> |
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| | <p>Service delivery / Communication</p> <p>Consider:</p> <ul style="list-style-type: none"> the way a decision was made and the way we made a decision /took action whether the decision/action was appropriately communicated and people impacted by the decision were offered an opportunity to provide feedback or comment as appropriate whether BKI was open to feedback whether action taken by BKI was proportionate, necessary and appropriate in the circumstances. <p>BKI's decision, action or practice did / did not reflect good customer service or communication.</p> | |
| 4.6 | Rectification | |
| 4.6.1 | <ul style="list-style-type: none"> If the complaints process results in a decision or recommendation in favour of the person who made the complaint, implement the relevant action and advise the person who made the complaint of this action. If there was an investigation that resulted in corrective actions, implement countermeasures to correct the problem at root cause and notify relevant stakeholders. Refer to Feedback and Report Details Tool Evaluation and Decision Making which lists types of rectification actions including: process review, creation or modification to policy or procedure, training and counselling and individual remedy to affected person/s. Rectification or corrective actions should be logged in the Feedback and Evaluation Tool Actions Taken Register for reporting and monitoring purposes. | Assigned Officer |

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| 4.7 | Internal Reviews / Escalated Complaints | |
| 4.7.1 | <p>Requesting an Internal Review:</p> <p>A person who has made a complaint can request an internal review of the if:</p> <ul style="list-style-type: none"> • They are dissatisfied with the decision made as a result of a complaint; or • They consider they have not received a progress update within a reasonable period. <p>Requests for internal review can be made by contacting the Office of the Chief Executive Office or expressing this request to a BKI staff member.</p> <p>A person requesting an internal review should make clear <i>why</i> they consider the person who considered their feedback has made the wrong decision.</p> | The person who made the complaint |
| 4.7.2 | <p>Referring requests for Internal Review:</p> <p>Requests for internal reviews are referred to GRC.</p> | Office of the CEO / Original Assigned Officer |
| 4.7.3 | <p>Assessing requests for Internal Review:</p> <p>Determines or delegate the determination of whether:</p> <ul style="list-style-type: none"> • An internal review is not necessary because the original complaint handling process is underway or a complaint handling process has not yet been initiated; refer the request to the relevant area for frontline resolution or investigation; or • An internal review is not needed by the allocated officer should take further action; or • An internal review is needed. | Head of Governance, Risk and Compliance or delegate |
| 4.7.4 | <p>Allocating internal reviews</p> <ul style="list-style-type: none"> • Where internal reviews are conducted, they are allocated to an independent decision-maker who was not originally involved in the initial decision to which the complaint relates. This could be a GRC representative, different business unit or a different person within the same business unit that the complaint relates to. <p>Where appropriate, Governance Risk and Compliance facilitates an internal review in response to a regulator enquiry</p> | Head, Governance Risk and Compliance |

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| 4.7.5 | <p>Conducting internal reviews:</p> <p>The Internal Reviewer considers whether the original decision-maker:</p> <ul style="list-style-type: none"> • identified and addressed all relevant issues and obligations; • sought and considered appropriate information; • applied relevant obligations, policies and procedures; • made the correct decision; and • adequately explained the decision to the person with the complaint. <p>At the end of an internal review, the Internal Reviewer may recommend:</p> <ul style="list-style-type: none"> • reallocation of the complaint to the same or a different person for further action • internal escalation of an issue • no further action is needed. | Internal Reviewer |
| 4.7.6 | <p>Separate to internal reviews of a specific complaint, GRC may undertake an internal review of a complaint theme following insight analysis. GRC may conduct the review by interviewing staff and formulating a report that examines root causes and provides recommendations/actions.</p> | GRC representative |

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|--|---|--------------------------|---------|---|---|--|--|---|--|---|---|--|--|--|--|--|---|--|---|---|---|--|---|-------------------|
| 4.8 | External Complaints | | | | | | | | | | | | | | | | | | | | | | | |
| 4.1 | <p>The following organisations can receive complaints about the Institute:</p> <table border="1"> <thead> <tr> <th>Organisation</th> <th>Details</th> </tr> </thead> <tbody> <tr> <td><i>Institute decisions and actions, Human Rights</i> Victorian Ombudsman</td> <td>https://www.ombudsman.vic.gov.au/complaints/</td> </tr> <tr> <td><i>Vocational Education & Training Programs</i> Australia Skills & Quality Authority (ASQA)</td> <td>enquiries@asqa.gov.au</td> </tr> <tr> <td><i>Overseas students, VET Student Loans</i> Commonwealth Ombudsman</td> <td>ombudsman@ombudsman.gov.au</td> </tr> <tr> <td><i>Consumer issues (marketing and sales)</i> Consumer Affairs Victoria</td> <td>https://www.consumer.vic.gov.au/contact-us</td> </tr> <tr> <td>Victorian Department of Education & Training</td> <td>www.skills.vic.gov.au</td> </tr> <tr> <td><i>Discrimination and equal opportunity</i> Australian Human Rights Commission Victorian Equal Opportunity and Human Rights Commission</td> <td>https://humanrights.gov.au/complaints/make-complaint https://www.humanrights.vic.gov.au/get-help/contact-us/</td> </tr> <tr> <td><i>Terms and conditions of employment</i> Fair Work Ombudsman</td> <td>https://www.fairwork.gov.au/contact-us</td> </tr> <tr> <td><i>Privacy and Information</i> Office of the Victorian Information Commissioner</td> <td>https://ovic.vic.gov.au/about-us/contact-us/</td> </tr> <tr> <td><i>Corruption</i> Independent Broad-based Anti-corruption Commission</td> <td>https://www.ibac.vic.gov.au/</td> </tr> <tr> <td><i>Democratic principles, Institute performance, information about academic achievement, minimum Child Safe Standards</i> Victorian Registration and Qualifications Authority</td> <td>https://www.vrqa.vic.gov.au/Pages/contact.aspx</td> </tr> </tbody> </table> | Organisation | Details | <i>Institute decisions and actions, Human Rights</i> Victorian Ombudsman | https://www.ombudsman.vic.gov.au/complaints/ | <i>Vocational Education & Training Programs</i> Australia Skills & Quality Authority (ASQA) | enquiries@asqa.gov.au | <i>Overseas students, VET Student Loans</i> Commonwealth Ombudsman | ombudsman@ombudsman.gov.au | <i>Consumer issues (marketing and sales)</i> Consumer Affairs Victoria | https://www.consumer.vic.gov.au/contact-us | Victorian Department of Education & Training | www.skills.vic.gov.au | <i>Discrimination and equal opportunity</i> Australian Human Rights Commission Victorian Equal Opportunity and Human Rights Commission | https://humanrights.gov.au/complaints/make-complaint https://www.humanrights.vic.gov.au/get-help/contact-us/ | <i>Terms and conditions of employment</i> Fair Work Ombudsman | https://www.fairwork.gov.au/contact-us | <i>Privacy and Information</i> Office of the Victorian Information Commissioner | https://ovic.vic.gov.au/about-us/contact-us/ | <i>Corruption</i> Independent Broad-based Anti-corruption Commission | https://www.ibac.vic.gov.au/ | <i>Democratic principles, Institute performance, information about academic achievement, minimum Child Safe Standards</i> Victorian Registration and Qualifications Authority | https://www.vrqa.vic.gov.au/Pages/contact.aspx | Allocated Officer |
| Organisation | Details | | | | | | | | | | | | | | | | | | | | | | | |
| <i>Institute decisions and actions, Human Rights</i> Victorian Ombudsman | https://www.ombudsman.vic.gov.au/complaints/ | | | | | | | | | | | | | | | | | | | | | | | |
| <i>Vocational Education & Training Programs</i> Australia Skills & Quality Authority (ASQA) | enquiries@asqa.gov.au | | | | | | | | | | | | | | | | | | | | | | | |
| <i>Overseas students, VET Student Loans</i> Commonwealth Ombudsman | ombudsman@ombudsman.gov.au | | | | | | | | | | | | | | | | | | | | | | | |
| <i>Consumer issues (marketing and sales)</i> Consumer Affairs Victoria | https://www.consumer.vic.gov.au/contact-us | | | | | | | | | | | | | | | | | | | | | | | |
| Victorian Department of Education & Training | www.skills.vic.gov.au | | | | | | | | | | | | | | | | | | | | | | | |
| <i>Discrimination and equal opportunity</i> Australian Human Rights Commission Victorian Equal Opportunity and Human Rights Commission | https://humanrights.gov.au/complaints/make-complaint https://www.humanrights.vic.gov.au/get-help/contact-us/ | | | | | | | | | | | | | | | | | | | | | | | |
| <i>Terms and conditions of employment</i> Fair Work Ombudsman | https://www.fairwork.gov.au/contact-us | | | | | | | | | | | | | | | | | | | | | | | |
| <i>Privacy and Information</i> Office of the Victorian Information Commissioner | https://ovic.vic.gov.au/about-us/contact-us/ | | | | | | | | | | | | | | | | | | | | | | | |
| <i>Corruption</i> Independent Broad-based Anti-corruption Commission | https://www.ibac.vic.gov.au/ | | | | | | | | | | | | | | | | | | | | | | | |
| <i>Democratic principles, Institute performance, information about academic achievement, minimum Child Safe Standards</i> Victorian Registration and Qualifications Authority | https://www.vrqa.vic.gov.au/Pages/contact.aspx | | | | | | | | | | | | | | | | | | | | | | | |

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| 4.9 | Reporting and Monitoring | |
| 4.9.1 | GRC generates a quarterly report, with input from the Performance and Reporting team for the Executive team. This includes qualitative and quantitative insights on key themes and outcomes to inform opportunities for continuous improvement. | GRC representative Business Insights Lead |

5.0 Roles and Responsibilities

| Role | Responsibilities |
|--|---|
| Assigned Officer | Assess and respond to the Feedback in consultation with relevant stakeholders. Communicate with the person who provided the feedback throughout the process |
| Head of Governance Risk and Compliance | In conjunction with their team: <ul style="list-style-type: none"> Oversees the implementation of the policy; Triage the feedback to Allocated Officer and allocates internal reviews and investigations; Provides guidance and support on complaint resolution and process; Develops business tools to support compliant resolution and continuous improvement; and Facilitates thematic reporting and insights. Engages independent external reviewer and activates alternative dispute resolution processes, as relevant. |
| Head of Brand and Marketing | Ensure policy and procedure available through publication in both the Student Handbook and on the Institute's websites: |
| Senior Leadership Team | <ul style="list-style-type: none"> Oversee the consideration and resolution of escalated or complex complaints. Drive feedback culture throughout the Institute. |

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6.0 Definitions

| Word/Term | Definition |
|----------------------|---|
| Assigned Officer | The BKI staff member assigned to manage and respond to the feedback. |
| ASQA | Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training (VET) sector. ASQA accepts complaints and feedback about training providers from students and all members of the community. https://www.asqa.gov.au/students/complaints |
| Complaint | An expression of dissatisfaction with: <ul style="list-style-type: none"> the quality of an action taken, decision made, or service provided by the Institute, anyone under the Institute's oversight or an Institute contractor. <p>a delay or failure in providing a service, taking an action, or making a decision by the Institute or an Institute contractor.</p> |
| Compliment | An expression of praise or satisfaction with the quality of experience or service provided by the Institute. |
| External Review | When the Institute responds to feedback, it provides the person who provided the feedback with information about their rights of appeal and/or review by external authorities including the Victorian Ombudsman and Australian Skills Qualification Authority (ASQA). |
| Feedback | Information about reactions to a product, a person's performance of a task which is used as the basis for driving improvement. Feedback can come in the form of complaints or compliments. |
| Frontline Resolution | Complaint is straight forward and resolved immediately by the Allocated Officer without the need to investigate/consult further. Frontline resolution is generally used where the concerns represented are simple, non-contentious, and/or do not require the Institute to prove or disprove an allegation that relates to the reputation of a person or the Institute. Most complaints about the administrative application of policies, procedures or service delivery are appropriate for frontline resolution. |
| GRC | Governance, Risk and Compliance. GRC oversee the governance of the Institute's Feedback program. |

Feedback Procedure (Compliments and Complaints)

| Word/Term | Definition |
|---------------------|---|
| Internal Review | Internal Review refers to the process of independent review over the way an issue has been handled, including the way a complaint has been assessed and responded. This process is generally available after feedback has been considered and responded to or where there is a delay in addressing feedback. |
| Investigation | An internal investigation may be required where feedback presents complex or sensitive. Investigations are reserved for more serious types of complaints, such as those that relate to the health, safety and wellbeing of people or the conduct and reputation of individuals. Case by case assessments are conducted to decide if an investigation is needed. |
| Natural Justice | The 'fair hearing' and 'no bias' rules: all parties must be given the opportunity to present their case, be fully informed about allegations and decisions made and have the right of representation by another person. A decision-maker in relation to their grievance should have no personal interest in the matter and should be unbiased in their decisions. |
| Procedural Fairness | By providing feedback, a person has the opportunity to share their experience and concerns. BKI commits to considering all feedback in good faith and being open to receiving and learning from feedback. Before making a decision, the allocated officer considers all relevant information. |
| Victorian Ombudsman | The role of the Victorian Ombudsman is to keep government and public organisations accountable. They do this by investigating complaints about government, the conduct of officials, or broad areas of public interest. Their aim is to improve public administration and decision making. https://www.ombudsman.vic.gov.au/complaints/ |

7.0 Related Documents

| Document Name |
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| Feedback Procedure (Compliments and Complaints) |
| Feedback and Report Details Tool |
| Fees Charges and Refunds Policy |
| Employee Code of Conduct Policy |
| Online Feedback Form |

Feedback Procedure (Compliments and Complaints)

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| Document Name |
| Speak Up Policy |
| Student Code of Conduct Policy |
| Student Welfare and Accessibility Policy |

8.0 Version Control and Change History

| Ver. | Issue Date | Document Custodian | Description of Change | Approval Authority |
|------|------------|--|--|---|
| 1.1 | 18/07/18 | Manager, Academic Governance and Quality | Link to Student complaints and Grievance Policy and minor update of changes | CEO |
| 1.2 | 13/11/18 | Manager, Academic Governance and Quality | Minor change of reference to Appeals Panel rather than Committee to align with policy. | Executive Director – Education Services |
| 1.3 | 10/12/18 | Manager, Academic Governance and Quality | Minor change to clarify the costs associated with complaints and link to forms on the website. | Executive Director – Education Services |
| 2.0 | 28/08/19 | Chief Academic Officer | Include appeals to VRQA and include students in corrections facilities. | Board of Studies |
| 2.1 | 5/02/2020 | Chief Academic Officer | Include international Student Complaints and Appeals | Board of Studies |
| 3.0 | 19/08/2021 | Chief, Governance and Quality Officer | Aligned procedure to Feedback Framework 2021. | Chief, Governance and Quality Officer |

Feedback Procedure (Compliments and Complaints)

| Ver. | Issue Date | Document Custodian | Description of Change | Approval Authority |
|------|------------|--------------------------------------|--|-------------------------|
| 4.0 | 25/06/2024 | Head Governance, Risk and Compliance | <p>Realigned procedure to the new template.</p> <p>Procedure flow and content adjusted to reflect current practice.</p> <p>Update of roles and responsibilities within procedure flow to reflect current state.</p> <p>Updated table 4.2.1 to describe how feedback is triaged to align to current organisational design state.</p> <p>Updated content to include email notification process for unresolved complaints post 10 days.</p> <p>Updated Roles and Responsibilities, Definitions and Related Documents.</p> | Chief Operating Officer |

9.0 Document Custodian and Approval Authority

| Document Custodian | Approval Authority | Approval Date | Scheduled Review Date |
|---|-------------------------|---------------|-----------------------|
| Head of Governance, Risk and Compliance | Chief Operating Officer | 24/06/2024 | 24/06/2026 |