Purpose

Within this document are the terms of service which Goodstart Institute of Early Learning strives to achieve across all areas of the Registered Training Organisation (RTO). This procedure also outlines the process for students whom wish to provide feedback or make a complaint and how Goodstart Institute of Early Learning will address their feedback or complaint.

Summary

Goodstart Institute of Early Learning regularly seeks feedback from students and industry regarding the services and products offered and how they may be improved to provide a more beneficial and quality learning experience for all students. Feedback activities include annual student surveys, student exit surveys, feedback collected in conversation with Professional Learning Consultants or Student Services Officers, and email correspondence.

Issues identified through these means are seen as opportunities to better the RTO and the products and services offered. These opportunities also inform Goodstart Institute of Early Learning on areas of our service delivery that may require additional attention.

Some students may feel they have received unfair treatment or unreasonable services or products and may wish to make a formal complaint. In these cases students are asked to submit a formal written complaint to allow Goodstart Institute of Early Learning time to review and address the issue quickly and by the most appropriate qualified staff member.

General Feedback

This section of the procedure explains the ways in which Goodstart Institute of Early Learning collects and applies general feedback from students and industry. If you wish to make a formal complaint, please see ‘Formal Complaints’ section of this document.

Students can provide feedback to Goodstart Institute of Early Learning in many different ways. Outlined below are the main ways in which Goodstart Institute of Early Learning seeks and collects student and industry feedback.

Surveys

Annual Surveys

Periodically throughout the year Goodstart Institute of Early Learning invites students and employers to complete the annual survey. This survey comprises the components of the Quality Indicator Survey, along with additional RTO specific survey questions. The responses to these survey questions are used as a check-point to assess how Goodstart Institute of Early Learning are servicing students and employer needs, and
Feedback and Complaints

how the RTO can improve on current practices. The feedback is also used to plan for the coming year’s programs and services.

Exit Surveys

Goodstart Institute of Early Learning also collects feedback from students discontinuing their studies via a Student Exit Survey. Students are able to provide feedback regarding the RTO and a detailed reason for discontinuing their studies anonymously. Feedback collected via these surveys is used to identify common reasons for withdrawal to better improve Goodstart Institute of Early Learning’s products and services.

Student Visits

When a Professional Learning Consultant (PLC) undertakes a student visit a Student Visit Review Form is completed. This form documents the student’s progress and outlines a summary of the conversations undertaken during the visit. Should the student provide feedback during this site visit the PLC will record this on the Student Visit Review Form. The PLC will then pass the feedback to the relevant Goodstart Institute of Early Learning staff member.

Conversational Feedback

Occasionally a student may provide feedback during conversation with their PLC or Student Services. Depending on the type of feedback received the PLC or Student Services Officer may need to share this feedback with the Goodstart Institute of Early Learning team. This may occur by notifying their direct supervisor, or via discussion in a staff meeting. When a more timely response to feedback may be required this should be directed to RTO management.

Written Feedback

Students are able to provide written feedback at any time. This can be submitted via email to feedback@goodstart.edu.au or via postal correspondence to

Goodstart Institute of Early Learning
Attn: Feedback
PO Box 12089 George Street
Brisbane Qld 4003

However if the student would like to provide a formal complaint the student will need to refer to the Formal Complaints section of this document.

Records of Feedback

Goodstart Institute of Early Learning has in place a database to record student feedback. This feedback database is used to inform practices and improve the service delivery of the RTO.
Feedback and Complaints

Formal Complaints

This section outlines the process to follow for a student to submit and undertake a formal complaint. A formal complaint may be in relation to matters of concern relating to quality of training, training delivery and assessment, student support, course materials, discrimination, and sexual harassment. Students who wish to appeal an assessment outcome are to refer to the separate procedure called: Appeals procedure.

A student has the right to make a formal complaint and expect that every effort will be made to resolve it in accordance with this procedure, without prejudice or fear of reprisal or victimisation.

Goodstart Institute of Early Learning will manage all complaints and appeals fairly, equitably and efficiently as possible. Goodstart Institute of Early Learning will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, Goodstart Institute of Early Learning acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

Confidentiality will be maintained throughout the process of making and resolving complaints. Goodstart Institute of Early Learning seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

Information recorded

In order to investigate and respond to a complaint, certain information needs to be recorded. Below is a list of the types of information that is recorded when a student makes a complaint:

- Student details (name, student number, contact details, enrolment details)
- Details of the complaint
- Student’s preferred outcome
- Date of complaint
- Actions taken while the complaint is investigated
- Complaint resolution

Investigating and responding to your complaint

Goodstart Institute of Early Learning aims to assess and investigate your complaint in a transparent manner to find a fair solution for all parties. When investigating and assessing your complaint Goodstart Institute of Early Learning will consider:

- The law, industry standards and codes, guidelines, and legislation
- What is fair
- Common sense
- Goodstart Institute of Early Learning service guidelines
# Feedback and Complaints

- What makes sound business sense

## Process for Making a Formal Complaint

<table>
<thead>
<tr>
<th>Step No</th>
<th>Overview</th>
<th>Description/Actions to be taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>STEP 1</td>
<td>Discussion with immediate parties</td>
<td>Student should discuss their issue/complaint with the person directly involved, where practicable and try to resolve their issue verbally.</td>
</tr>
</tbody>
</table>
| STEP 2 | Formal written complaint | Where a resolution cannot be reached with immediate parties, or the issue is sensitive and requires another party to mediate an outcome the student should submit a formal complaint in writing (via email or post). The formal complaint should include:  
- Student details (name, student number, phone number, email address, enrolment details)  
- In the subject line it should state ‘Formal Complaint’  
- Outline of what the complaint is and how and what steps the student has taken to resolve the issue  
  - Student may choose to add an appendix with further information such as chronologic details of the issue, i.e. on xx/mm/yy I experienced XXX.  
  - How the student believes this issue should be resolved and what a successful outcome would entail.  
- Submit the written formal complaint either via email to feedback@goodstart.edu.au or via post to:  
  Goodstart Institute of Early Learning  
  Attn: Consumer Protection Officer  
  PO Box 12089 George Street  
  Brisbane  Qld  4003 |
| STEP 3 | Receipt and investigation of complaint | The designated Consumer Protection Officer (the Senior Student Services Coordinator) must reply to the student’s written complaint within 48 hours of receiving the complaint to acknowledge receipt of the student’s complaint. The Consumer Protection Officer must review the information provided in the written complaint and start the investigation process with all required parties addressed in the complaint, involving management as required. |
## Feedback and Complaints

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<td><strong>STEP 4</strong></td>
<td>Response to complaint</td>
<td>Within 10 business days of receipt of the complaint Goodstart Institute of Early Learning’s Consumer Protection Officer, or Management staff will provide a response and/or resolution to the complaint. Should investigation of the complaint still be underway, Goodstart Institute of Early Learning will advise the student of this and provide an estimate on when their complaint will be responded to or resolved. If the student is satisfied with this outcome no further action will be taken and a record of the complaint will be maintained for compliance purposes.</td>
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<tr>
<td><strong>STEP 5</strong></td>
<td>Further action – insufficient resolution</td>
<td>Should the issue still not be resolved to the student’s satisfaction, the Goodstart Institute of Early Learning will make arrangements for an independent third party mediator to resolve the issue and outline any costs that may be involved with this to the student. The student will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer than 14 days.</td>
</tr>
<tr>
<td><strong>STEP 6</strong></td>
<td>Further action – outcome</td>
<td>All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14 day period. If the process is taking longer than 30 days from the complaint or appeal being received the student will be notified in writing of the reason for the delay and kept informed about all progress.</td>
</tr>
<tr>
<td><strong>STEP 7</strong></td>
<td>Further action – VET Regulator</td>
<td>If the student is still not happy with external mediation, the student may take their complaint to the VET Regulator, Australian Skills Quality Authority (ASQA).</td>
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</table>

## Documentation

All complaints will be recorded on the complaints register with all documentation relating to the complaint archived for compliance and audit purposes.
## Feedback and Complaints

### Associated Documents, Legislation, and Policies

<table>
<thead>
<tr>
<th>Type</th>
<th>Name</th>
<th>Owner Organisation</th>
</tr>
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<tbody>
<tr>
<td>Law</td>
<td>Australian Consumer Law</td>
<td>Commonwealth Government of Australia</td>
</tr>
<tr>
<td>Policy</td>
<td>Consumer Protection Policy</td>
<td>Goodstart Institute of Early Learning</td>
</tr>
<tr>
<td>Policy</td>
<td>Appeals Procedure</td>
<td>Goodstart Institute of Early Learning</td>
</tr>
<tr>
<td>Standard</td>
<td>Standards for Registered Training Organisations 2015</td>
<td>Australian Skills Quality Authority (ASQA)</td>
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