



Complaints Policy

Policy

Oncology Massage Limited (OML) is committed to ensuring that all complaints are treated with sensitivity and confidentiality, and resolved effectively, efficiently, objectively and in a timely manner.

Scope

This policy applies to all potential, current and past stakeholders:

- OML students
- OML staff members, contractors and volunteers
- OML volunteers
- OML suppliers
- OML partners.

Complaints may go under other names such as:

- Grievances
- Disputes
- Disagreements
- Incidents.

Complaints may arise as a result of:

- Fees and charges
- Pre-requisites and pre-course requirements
- Factors arising during enrolment
- Time limits for completing courses
- Interaction with facilitators and administrative staff
- Student selection and assessment
- Inappropriate behaviour by OML staff, contractors and volunteers.

Principles

The following principles apply to the implementation of this policy:

- Staff authority - all staff members involved in resolving complaints do so with the authority afforded to them by the OML Board
- Staff awareness - all Complaint Managers are trained in the implementation of this policy

- Confidentiality - all OML staff members, contractors and volunteers will maintain the confidentiality and privacy of all associated information
- Anonymity - some Complainants may wish to remain anonymous and if at all possible this will be respected
- Record-Keeping - all dealings associated with a complaint or appeal under this policy must be properly documented and stored
- Uniformity - OML operates in many different places. The policy will be available to all OML stakeholders, regardless of the place at which the complaint arose
- Natural Justice - the complaints process and the appeals process will follow the principles of natural justice, and the OML Board may exercise discretion in this regard
- No Limitation on Action - nothing in this policy limits the rights of Complainants to take action under Australia's Consumer Protection laws. It does not replace or modify procedures or other responsibilities which may arise under other provider policies or under statute or law. The policy does not circumscribe a Complainant's right to pursue other legal remedies.

Complaints Process

Informal Complaint

In the first instance, the Complainant should seek to resolve the issue informally with the OML staff member, contractor or volunteer with whom they find themselves in disagreement.

This may include face-to-face conversations, telephone conversations, or in writing either by e-mail or letter. OML recommends face-to-face conversations or telephone conversations wherever possible.

If a satisfactory resolution cannot be reached, the Complainant may escalate the issue by lodging a Formal Complaint.

Formal Complaint

1. The Formal Complaints Process is initiated when a person lodges a written complaint:
 - By letter to:
The Board Secretary
Oncology Massage Limited
PO Box 109
Deakin West, ACT, 2600
 - By email to:
complaints@oncologymassagetraining.com.au.
2. Within 1 week of receiving a complaint, the OML Board will nominate an uninvolved staff member to investigate the complaint (the Complaint Manager). Within 2 business days, the Complaint Manager will contact the Complainant and:

- Identify themselves as the Complaint Manager and provide their contact details to the Complainant
 - Confirm that an informal resolution process has been attempted but has not been satisfactory
 - Confirm that the complaint has been received and is being investigated, and determine whether the Complainant desires anonymity
 - Answer any questions about the complaints process and confirm the estimated timeframe for resolution
 - Ensure their understanding of the complaint.
3. In the 4 weeks following completion of (2), the Complaint Manager will:
- Collect verbal and/or written reports from all involved stakeholders
 - Evaluate the legitimacy of the complaint, and propose options and/or actions for resolving the complaint
 - Provide a draft response to the OML Board for consideration.
4. Within 1 week of completing (3), the Complaint Manager will:
- Evaluate, and where necessary incorporate, any comments from the OML Board
 - Provide a copy of the formal written response to the Complainant, and advise them of the right, and the process, to lodge an appeal.
5. 2 weeks after completing (4), the Complaint Manager will:
- Contact the Complainant
 - Ask whether they wish to lodge an appeal
 - If they do not, close the complaint file and advise interested parties accordingly
 - If they do, advise the Complainant of the appeals process.

Appeals Process

1. The appeals process is initiated when the Appellant lodges an appeal in writing with the Board Secretary.
- By letter to:
The Board Secretary
Oncology Massage Limited
PO Box 109
Deakin West, ACT, 2600
- By email to:
complaints@oncologymassagetraining.com.au.
2. The Appellant should:
- Lodge the appeal within 2 weeks of receiving the formal written

- response from the Complaint Manager
 - Explain the basis on which the appeal is justified - incorrect or incomplete information, weakness in the investigation process.
3. Within 1 week of an appeal being lodged, the OML Board will nominate an uninvolved Board Director - the Appeal Manager - to investigate the appeal.
 4. Within 1 week of (3), the Appeal Manager will contact the Complainant and:
 - Identify themselves as the Appeal Manager, and provide their contact details to the Appellant
 - Answer any questions about the appeals process, and confirm the estimated timeframe for resolution
 - Ensure their understanding of the basis of the Appeal.
 5. In the 2 weeks following completion of (3), the Appeal Manager will:
 - Review the complaint file
 - Consult with the Complainant, the Complaint Manager, and/or other involved parties as required
 - Provide a draft ruling to the OML Board for consideration.
 6. Within 1 week of completing (4), the OML Board will provide a ruling in writing to the Appellant. The Board's decision is final.

Further information

If you have any questions or comments, please contact:

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