

 <b>ROYAL LIFE SAVING</b> NORTHERN TERRITORY GPO Box 1229 Darwin, NT 0801 Phone: (08) 8981 5036 ABN: 57 939 760 839 Email: <a href="mailto:nt@rlssa.org.au">nt@rlssa.org.au</a> Website: <a href="http://www.royallifesaving.com.au">www.royallifesaving.com.au</a> <b>RTO Provider Number 0859</b>	<b>P002 Complaints and Grievances</b>	
	Version: 6	Approved: 15/12/2010
	Administered: Executive	Reviewed: 30/4/2014, 30/4/2015, 30/3/16 Updated: 09/06/2018, 9/5/2019, 1/12/2019, 6/3/2020 Next Review: 01/07/2021

Royal Life Saving NT is a charitable organization that is run by Members to serve the community by preventing drowning and promoting water safety. Staff and Members strive to provide services at a professional and caring level and abide by the Code of Ethics of the Organisation. Members of the community may be dissatisfied with services for a range of reasons and it is important to understand and resolve issues as they occur.

Course participants, Members, staff, volunteers and clients are encouraged to lodge a complaint or grievance if RLSSA NT's services do not meet the required expectations. This also includes any service that is performed by the RTO.

A complaint or grievance is made in writing to the Executive Director, [froberts@rlssa.org.au](mailto:froberts@rlssa.org.au)

If the person believes the Executive Director is implicated in this complaint or grievance, the person can email [nt@rlssa.org.au](mailto:nt@rlssa.org.au) and request their email be passed to the President so the grievance procedure is activated directly through the President.

The grievance is recorded on a Grievance Lodged form located electronically  
J:\DOCUMENTS\RLSSA docs\Training\Forms\FormsT0017

The Executive Director, or President (if the Grievance is regarding the Executive Director), actions the grievance & responds in writing within 20 days. Some circumstances may require a formal meeting with the person to discuss the outcomes. Upon resolution, the Grievance Form T0017 is completed & both the Executive Director/President & person making the grievance agree to the Grievance being Complete.

If the person lodging the grievance is dissatisfied with the outcome, they are provided with the RLSSA NT Grievance Liaison officer's contact details. The Liaison officer, is appointed by the Executive Board and has appropriate knowledge and skill to support a fair and transparent complaints or grievance process. The Liaison Officer will liaise direct with the person lodging the complaint or grievance.

The candidate is informed of the outcome in a written letter by the Liaison Officer.

Complaints are actioned in a timely manner and recorded as complete in the register.

The RTO complaints policy manages and responds to allegations involving the conduct of:

1. the RTO, its trainers, assessors or other staff;
2. a third party providing services on the RTO's behalf, its trainers, assessors or other staff;
- or
3. a learner of the RTO.

The RTO's complaints and grievance policy:

1. ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and grievance process;
2. are publicly available;
3. set out the procedure for making a complaint or grievance;
4. ensure complaints and grievances are acknowledged in writing and finalised as soon as practicable; and
5. provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or grievance, if the processes fail to resolve the complaint or grievance.

At the Commencement of every course Trainers induct the course participant into the relevant policies and procedures. This “Generic Housekeeping” information is read verbatim by the Trainer at the commencement of every course, refer to trainers website Form T0016.

The RTO securely maintains records of all complaints and grievances and their outcomes in the complaints grievance register which is kept in a confidential register with the Executive Director. The board are advised and have access to full details of every case, they identify potential causes and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.