

COMPLAINTS HANDLING

1. PURPOSE

Lexmar Services Pty Ltd (Lexmar Training) recognises our obligation to protect the rights of students and ensure that all aspects of our operations, including marketing, administration, and training and assessment processes, are conducted with integrity. We are committed to managing and responding promptly to allegations involving the conduct of our trainers, assessors, staff, students, and any third parties who deliver, market, or recruit on our behalf.

This policy outlines our systematic approach to managing complaints, ensuring that all complainants are fully informed of the steps available to have their concerns addressed appropriately. Our process is designed to resolve complaints in a fair, efficient, and confidential manner, with a strong focus on procedural fairness and transparency.

We view all complaints as valuable feedback, providing critical insights that inform our Quality Assurance and Continuous Improvement Strategies. This commitment ensures that both individual issues and any systemic problems identified through the complaints process are addressed effectively, contributing to the ongoing enhancement of our services and compliance with the Standards for Registered Training Organisations (RTOs).

2. SCOPE

This policy forms part of Lexmar Training's Quality Management System and applies to all students, prospective students, employers, partnering organisations, third-party providers, and all Lexmar Training staff. It encompasses all areas of operation, including marketing, enrolment, training, assessment, and administrative processes.

3. POLICY STATEMENT

Lexmar Training is committed to ensuring that all complaints are handled in a fair, timely, and transparent manner in compliance with the Standards. We recognise the importance of addressing both individual complaints and any systemic issues they may reveal, as part of our ongoing commitment to quality improvement. All complaints will be reviewed with the aim of identifying any patterns or systemic issues that could impact other students or staff, and corrective actions will be implemented to prevent reoccurrence. The outcomes of these reviews will be integrated into our Quality Improvement Register to ensure ongoing compliance and enhancement of our services.

Lexmar Training will ensure that stakeholders have access to a fair and equitable process for expressing complaints, and we will manage the complaint with fairness and equity.

Lexmar Training will:

- Promote a culture that views complaints as an opportunity to improve operations.
- Address each complaint in an objective, equitable and impartial manner.

ISS-PP-005 Complaints Handling POLICY PROCEDURE V1.0-25.docx		Version:	1.0-25
Endorsed by:	Chief Executive Officer	Effective Date:	30.04.2025
Person Responsible:	Chief Executive Officer	Next Revision Date:	30.04.2026

- Manage complaints in accordance with the principles of procedural fairness, ensure that complaints are resolved promptly, sensitively and in complete confidentiality.
- Ensure that the views of each complainant are respected and that any party to a complaint is not adversely affected.
- Ensure that complaints about Lexmar Training staff are managed by someone other than the person to whom the complaint is made.
- Ensure that there is a consistent response to complaints.

Lexmar Training will:

- Inform each person of their right to complain and work with the person, their families and carer to try and resolve the issue.
- Provide a safe environment for each person to make a complaint.
- Ensure that there are no negative consequences or retribution for any person who makes a complaint.
- Support participation in the complaint handling process of any person wanting to make a complaint and work with the person to identify the desired goal.
- Treat each person making a complaint in a manner that protects their privacy and respects confidentiality.
- Provide fair and timely resolution of complaints.
- Keep each person informed at all stages of the decision-making process concerning their complaint and the reasons for those decisions.
- Inform each person of their right to complain to an external body.
- Define what complaints can be handled under this Policy Procedure.
- Ensure concerns and complaints are handled impartially, justly, confidentially and with the appropriate sensitivity.
- Define the responsibilities and rights of all parties.
- Respond to its changing environment and adapt any systems, processes and approaches that may be identified as an issue as part of any complaint or complaint process.

Students may express their complaints:

- a) In writing to lexmarservices@outlook.com
- b) Verbally, either in person or over the telephone.
- c) Through comments and feedback on surveys, evaluation forms and appraisal forms.

2 of 4

ISS-PP-005 Complaints Handling POLICY PROCEDURE V1.0-25.docx		Version:	1.0-25
Endorsed by:	Chief Executive Officer	Effective Date:	30.04.2025
Person Responsible:	Chief Executive Officer	Next Revision Date:	30.04.2026

- d) Via a Freedom of Information request.

A complaint can be provided verbally to Lexmar Training staff; however, all complaints are encouraged to be made in writing, this allows for an objective and fair investigation to be conducted. All written complaints are to be emailed to lexmarservices@outlook.com where they will be forwarded to the Chief Executive Officer (CEO) for acknowledgement and action.

4. PROCEDURES

4.1 Acknowledgement and Initial Assessment:

- a) Complaints will be acknowledged within two (2) working days by the CEO, and an initial assessment will determine the appropriate course of action, with priority given to complaints that indicate potential systemic issues.

4.2 Investigation and Resolution:

- a) Complaints will be investigated impartially and thoroughly. The process will involve gathering all relevant information, interviewing involved parties, and ensuring procedural fairness throughout.
- b) During the investigation the CEO will:
- i. Contact the complainant to discuss the complaint and to determine the most appropriate action.
 - ii. Investigate the complaint with relevant personnel, recording details of the findings.
 - iii. Review all the information provided.
 - iv. Recommend a resolution and discuss it with the complainant.

4.3 Systemic Issues Identification:

- a) The investigation will include an analysis to identify if the complaint points to any broader, systemic issues. If such issues are found, they will be addressed through our continuous improvement processes.

4.4 Communication of Outcomes:

- a) The complainant will be advised of the outcome within two (2) working days of the investigation being finalised. The findings of the investigation will be recorded in the **Complaints and Appeals Register** and against the student's profile (if relevant).
- b) Where we consider more than 60 calendar days are required to process and finalise a complaint, we will inform the complainant in writing, explaining the

3 of 4

ISS-PP-005 Complaints Handling POLICY PROCEDURE V1.0-25.docx		Version:	1.0-25
Endorsed by:	Chief Executive Officer	Effective Date:	30.04.2025
Person Responsible:	Chief Executive Officer	Next Revision Date:	30.04.2026

reasons of the duration and ensure regular updates are provided on the progress of the matter.

4.5 Continuous Improvement:

- a) All findings and actions related to systemic issues will be recorded in the Continuous Improvement Register and monitored regularly to ensure effectiveness.

4.6 Escalation:

- a) If the complainant is not satisfied with the outcome, they have the right to escalate the complaint to the Chief Executive Officer or an external body, including the National Regulator or relevant state authorities, as appropriate.
- b) Any dispute must be made in writing within two (2) working days.
- c) If in the instance of a complaint or appeal not being resolved by the above processes, the complainant will also be informed of other avenues of complaint. These include:
 - i. The Office Fair Trading for complaints regarding non-training issues such as disputes over refunds or charges.
 - ii. The Australian Skills Quality Authority (ASQA) is the national regulator of training and assessment delivery – www.asqa.gov.au
 - iii. Relevant State/Territory workplace health and safety regulator is the point of contact for any Work Health and Safety issue.
 - iv. The relevant State/Territory Training Authority.

5. VARIATIONS

Lexmar Training reserves the right to modify this policy as necessary to comply with changes in legislation or organisational needs.

6. DEFINITIONS

As defined in the Quality Management Strategy.

7. RELATED DOCUMENTS

- Assessment Appeals Policy Procedure
- Complaints and Appeals Register
- Consumer Protection Policy Procedure
- Quality Improvement Register

4 of 4

ISS-PP-005 Complaints Handling POLICY PROCEDURE V1.0-25.docx		Version:	1.0-25
Endorsed by:	Chief Executive Officer	Effective Date:	30.04.2025
Person Responsible:	Chief Executive Officer	Next Revision Date:	30.04.2026